Attachment I
Pricing for SHARE

For a digital Career Pathways Platform, Contractor shall quote participating SHARE Entities the rates required for a custom implementation of the services specified by the RFP, based upon the size and needs of each SHARE Entity. Contractor's maximal rates for services are included, below.

Option A: Fixed Cost Model

Unlimited License Model
Annual Contract (e.g. 7/1/2020 – 6/30/2020)
E-Learning Licenses – WIOA-eligible customers residing in Workforce Development Board service area • Unlimited Skillsoft 180-day business/desktop/IT content licenses • Unlimited Amatrol 180-day manufacturing content licenses • Limited Medcom 180-day health care content licenses
Integrated IBM Kenexa ProveIt assessments • Unlimited access to ProveIt skill and technical assessments
Career Pathways Tool • Skill Profile self-assessment • 10 Pathway industries, 200+ Occupations, 300+ Skills • Progressive skill training, skills badging
Consulting & Support • Virtual administrator training • Virtual/onsite consultation • Customer support (phone and email) • Administrator support (phone and email) • Monthly reports
TOTAL: Not to exceed 1% of total WIOA budget

Option B: Licenses by Volume

# Licenses	Cost Per	Total
500	$50	$25,000
750	$45	$33,750
1000	$40	$40,000

If purchasing a set number of licenses, within first 4 months of use, payment can be applied toward upgrading to a fixed cost, unlimited license model (Option A) for a new 12-month period.

Optional Add-Ons
Certifications • The Metrix Learning platform offers training for 130+ industry recognized certifications. Additional funds can be set aside to sponsor individuals deemed qualified candidates to sit for a certification exam. Certifications through Metrix cost around $170-$900 per individual compared to the thousands of dollars other programs may charge. Metrix Price includes access to all training content, practice tests (where available), practice labs (where available), and test voucher.

ProveIt Assessments   • Unlimited access to 900+ ProveIt skill and technical assessments can be added at the cost of $1000 per location/career center.
Essential Education   • Essential Education's GED/HSE/TABE platform is integrated into Metrix. If a workforce board already has a pre-existing contract with Essential Education, integration can be turned on at no additional cost. If a workforce board is interested in purchasing access, we can connect them with Essential Education.

Course Name	Description
Getting Started with Microsoft Windows XP	To describe the basic skills and configurations necessary to start using the Windows XP operating system
4G Communication Systems	To explain the elements of 4G communication systems
4G Implementations	To outline 4G wireless networks and applications
Preparing a Business Case	Why put time and effort into preparing, writing, and presenting a business case for new projects? Why not just talk to the manager and get his approval for the project? The answers to these questions lie in the fact that organizational budgets for new projects are typically very tight and, as such, your project will be competing against other projects for funding. Without a written business case, your chances of persuading decision makers within your organization to implement your new project idea, instead of a competing project, stand little chance. This course prepares learners interested in the development of effective business cases. You will learn what a business case is and when one is used, what research you need to do before you start to write a business case, and what information should be included in your business case. Finally, you will learn how to plan and position your business case to maximize its effectiveness.
Presenting Your Case	Have you ever attended a presentation that failed because the presenter was ill prepared or ineffective in his approach? A successful presenter must possess the proper skills to plan and deliver an effective business case presentation and employ strategies to establish and maintain the audience's attention. This course examines the careful planning and delivery of a business case presentation. It focuses on the use of visual aids and handouts in a presentation, the structure and development of a presentation in light of audience needs, and the elements involved in successfully delivering the presentation to that audience.
Mentoring Certified Information Systems Security Professional (CISSP)	SkillSoft Mentors are available to help students with their studies for the Certified Information Systems Security Professional (CISSP) exam. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Reporting Basics with Crystal Reports XI	To recognize how to create a report in Crystal Reports XI
Writing a Business Case	Which would you rather do: prepare a business case for your latest project or go to the dentist? Given the choice, many of us would tend to choose the latter. Whether you want to invest in product development or reinvent your business processes with new marketing channels, it is now more important than ever to have a business case that is carefully planned, written, and presented, especially when you consider that corporate investments are being subjected to increased scrutiny. Writing a good business case will help you justify resource allocation to key decision makers and secure funding for your project. Otherwise, you may be eaten alive by the competition! In this course, you will learn how to plan, write, and present a business case to persuade key decision makers in your organization that your proposal is a winning initiative. This course will show you the principles for preparing an effective business case, and it will guide you through the writing process, from defining your business need and gathering relevant information, right through to assessing the financial impact of your solution. The course will conclude with practical advice on how to concisely present your business case to connect with your audience and key decision makers.
Mold Awareness	Many businesses and organizations, including government-owned facilities, can experience mold at their facilities at some point in their business life. A mold is a coating or discoloration that develops in a damp atmosphere on the surface of food or fabric. Not everyone is at risk from exposure to molds but certain groups of individuals, including infants and the elderly, are particularly susceptible to mold-induced allergies or infections. Providing information on the hazards associated with mold is an important aspect of the health and safety requirements for businesses and organizations. This course is part of the Safety and Health Series and is aimed at any employee whose normal job activities could result in occupational exposure to mold. This course provides the learner with the basic understanding of mold awareness in the workplace - how mold grows and spreads, how to recognize mold, the routes of human exposure to mold, associated health effects from mold exposure, and methods of mold prevention and clean up.
Lead and Cadmium	Failure to understand the dangers of cadmium and lead, and the correct practices that should be followed when working with them, can leave you exposed to long-term health risks. Lead and cadmium have a number of industrial applications. This course provides an understanding of the basic health effects, routes of entry, methods of compliance and prevention, and regulatory requirements for both cadmium and lead standards applicable to workplaces covered by the general industry standard 29CFR 1910. This course familiarizes the learner with OSHA regulations related to lead and cadmium.
Chlorine Safety	Chlorine is one of the 90 elements essential to daily life, along with oxygen, hydrogen, and carbon. Chlorine is used in many processes, including electronics, water purification, synthetics, and medicines. Around 12 million tons of chlorine are produced for such purposes in North America alone. The Occupational Safety and Health Administration (OSHA) recognizes chlorine as a hazardous material and imposes strict exposure limits in the workplace. This course presents an overview of chlorine, its health risks, how to control and respond to chlorine exposure, and how to protect your workforce from potential harm.
Cryogenic Safety	Cryogenic materials are commonly used in the workplace for a variety of purposes, such as refrigeration, medical applications, and rocket propulsion. Due to their extremely cold temperatures, cryogenic materials can be hazardous if handled and stored incorrectly. Any employees handling cryogenic materials must wear personal protective equipment. If employees are exposed to the extreme cold of cryogenic materials they should receive treatment immediately to prevent permanent injury. In the event that an individual inhales cryogenic materials, he should seek immediate attention to prevent serious injury or death. Cryogenic materials are stored in specially designed containers known as dewars. This course explains how to recognize different types of cryogenic materials in the workplace and identifies the potential dangers of storing and handling these material incorrectly. It identifies recommended equipment and the standard operating procedures for handling and storing cryogenic materials safely. It also describes the most effective course of action if accidents involving cryogenic materials occur, including recommended methods for treating employees injured by cryogenic materials.
Food Safety and Handling	Each year, bacteria in food cause millions of illnesses in the US. According to the Food and Drug Administration, between 2% and 3% of all foodborne illnesses result in secondary long-term illnesses. Some strains of E. coli can cause kidney failure in infants, and salmonella can lead to reactive arthritis and serious infections. In addition to being badly prepared or handled food, there is the potential risk of malicious contamination. Those involved in food preparation must follow safe procedures to ensure that food contamination and its associated illnesses are prevented. This course focuses on the health risks associated with improperly handled food. It highlights the ways in which food can become contaminated and provides guidelines for storing and handling food safely. By applying the procedures recommended in this course, you can minimize the risk of food-related illnesses.
Electrostatic Discharge Safety Training	This course will provide a basic understanding of static electricity, and how to provide protection from static electricity. The information in this course will focus on the identification, assessment, and control of static electricity for purposes of preventing fires and explosions.
Lockout/Tagout for Authorized Persons	This course provides information about control of hazardous energy and work under the protection of a Lockout/Tagout permit. The intent of the course is to provide information on lockout and tagout practices and the significance of lockout and tagout devices.
Non-Ionizing Radiation Safety	This course is designed to familiarize learners with the health implications associated with non-ionizing radiation, specifically radio frequency (RF) radiation and measures to protect workers from exposure.
NFPA 1600 Disaster/Emergency Management	Over the past decade, emergency management and business continuity planning have been recognized as necessary to continued operational success in both the public and private sectors. Key to this was the development and widespread use of the National Fire Protection Association (NFPA) Standard on Disaster/Emergency Management and Business Continuity Programs (NFPA 1600). The NFPA 1600 standard is a description of the basic criteria for a comprehensive program that addresses disaster recovery, emergency management, and business continuity. NFPA 1600 is considered by many to be an excellent benchmark for continuity and emergency planners in both the public and private sectors. The standard addresses methodologies for defining and identifying risks and vulnerabilities and provides planning guidelines that address stabilizing the restoration of the physical infrastructure, protecting the health and safety of personnel, and crisis communications procedures. This course will provide you with an understanding of the basic criteria for developing a comprehensive program that addresses disaster recovery and emergency management in accordance with the NFPA 1600 standard.
NFPA 1600 Business Continuity Programs	Whether it is a natural disaster that sweeps through your city or a computer virus that destroys vital electronic information, businesses need to be able to recover their services and operations as soon as possible if such a disaster does occur. A Business Continuity Program involves planning the recovery of operations when confronted with adverse events such as natural disasters, technological failures, human error, and terrorism. This course provides a basic understanding of the criteria for a comprehensive program that addresses business continuity in accordance with the National Fire Protection Association (NFPA) standard 1600, entitled Disaster/Emergency Management and Business Continuity Programs.
DOT Drug and Alcohol Awareness	Drug and alcohol abuse by employees is a common cause of workplace problems, such as accidents and ineffective work practices, in the US today. These problems can affect profits and expose companies to increased medical and insurance costs, and any related financial loss due to compensation. Several US laws have been enacted to combat drug and alcohol abuse in the workplace. The Department of Transportation (DOT) interprets these laws and provides employers who are responsible for transportation employees with guidelines for setting up effective drug-free programs. These guidelines encourage employees and supervisors in the transportation industry to be vigilant of any coworkers who may display symptoms of substance abuse and provide details for effective drug and alcohol testing procedures. This course identifies the causes, indicators, and resultant problems of substance abuse and substance dependency in the US transportation industry. It describes the US laws that relate to drug and alcohol testing of transportation employees and outlines DOT regulations that enforce compliance among transportation employers.
DOT Security for Shipment of Hazardous Materials	According to the US Department of Transportation (DOT), over 800,000 shipments of hazardous materials are transported in the United States every day. The materials shipped include those of chemical, petroleum, radioactive, explosive, and poisonous natures. Of the 800,000 shipments, almost 769,000 are transported by truck on the nation's roads, with the rest divided among rail, pipeline, water, and air. These hazardous materials â€" or hazmats â€" are classified by the DOT according to the type of hazard they present and must be transported under the proper regulations set out by the DOT. This course examines the DOT's security requirements relative to the shipment and transportation of hazardous materials. In addition, it explains the hazard classes and provides examples of the placards used when transporting hazardous materials. The course also outlines the basic elements of a security plan, defines the employers who require a plan, and explains the training required for employees of companies with plans in place.
Mentoring Using Excel 2007	SkillSoft Mentors are available to help students with their studies for the Using Excel 2007 exam. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Mentoring ITIL V3 Foundation (ITV3F)	SkillSoft Mentors are available to help students with their studies for the ITIL V3 Foundation (ITV3F) exam. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Mentoring Using Word 2007	SkillSoft Mentors are available to help students with their studies for the Using Word 2007 exam. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Programmability and Administration in Access 2007	Microsoft Office Access 2007 makes it easy for you to share and manage data using the collaborative environment of a Microsoft Windows SharePoint site along with the many data management features available within Access 2007. This course explains how SharePoint sites can be used with Access and demonstrates options such as moving data to a SharePoint site, publishing data to a SharePoint site, importing from or linking to a SharePoint list, creating an Access view of a SharePoint list, working offline with SharePoint lists, as well as tracking data versioning in SharePoint. Another feature of Access 2007 is its programmability. Using Access macros and Visual Basic for Applications (VBA) code you can easily add functionality to a database to suit your business needs. In addition to SharePoint integration, this course provides an introduction to programming in Access and explores when to use macros or VBA code to automate processes. It also demonstrates how to create, launch, and modify macros and explains the use of the Visual Basic Editor to create event handlers and set control property values.
Database Administration in Access 2007	Microsoft Office Access 2007 makes it easy for you to share and manage data using the collaborative environment of a Microsoft Windows SharePoint site along with the many data management features available within Access 2007. This course explains how SharePoint sites can be used with Access and demonstrates options such as moving data to a SharePoint site, publishing data to a SharePoint site, importing from or linking to a SharePoint list, creating an Access view of a SharePoint list, working offline with SharePoint lists, as well as tracking data versioning in SharePoint. Another feature of Access 2007 is its programmability. Using Access macros and Visual Basic for Applications (VBA) code you can easily add functionality to a database to suit your business needs. In addition to SharePoint integration, this course provides an introduction to programming in Access and explores when to use macros or VBA code to automate processes. It also demonstrates how to create, launch, and modify macros and explains the use of the Visual Basic Editor to create event handlers and set control property values.
Importing and Exporting Data and Data Presentation in Access 2007	Microsoft Office Access 2007 offers several options for importing and exporting data, and also provides a variety of data presentation strategies. With Access 2007 you can link to, or import data and objects from external sources such as other Access databases, Excel spreadsheets, text files, XML files, and SharePoint lists. You can also export data and objects from an Access 2007 database to external sources. This course explains and demonstrates the various methods of importing, exporting, and linking to external data sources. It also describes how to create and modify PivotTables and PivotCharts as an alternate way to organize and present database data. The options used to apply aggregate functions to a PivotTable, add a calculated field to a PivotTable, and export a PivotTable to an Excel spreadsheet are also discussed in the course.
Advanced Data Management in Access 2007	You can use Microsoft Access 2007 to manage your data efficiently using advanced techniques. There are many advanced methods that can be used for modifying and enhancing tables, reports, queries, and forms in order to meet your business needs. This course explains and demonstrates retrieving and validating data, using subforms and subreports, as well as applying conditional formatting in Access 2007 tables, forms, and reports. Advanced query methods make it easy for an experienced end-user to retrieve the results they desire and to have those results displayed in such a way that the data is easy to interpret and analyze. This course describes the various types of join and parameter queries that can be used in Access 2007 and provides demonstrations on the use of action queries, including update, append, delete, and make table queries. It also explores the use of SQL-specific queries such as data-definition, pass-through, subquery, and union queries.
Advanced Formatting in Excel 2007	Charts and pictures enable you to present data visually, demonstrating data more effectively than rows and columns of data. In Excel 2007, you can customize charts and their individual elements, as well as pictures and clip art, to create professional and appealing documents. Formatting, both custom and condition-based, enables you to display data in formats that best suit your needs. This course explores modifying charts and pictures and creating and editing custom number formats.
Advanced Data Management in Excel 2007	Excel 2007 provides multiple features for organizing and managing data, so you can ensure data is entered correctly and that calculations and formulas are valid. Data organization features enable you to sort, filter, and group and outline data so that you can focus on the key parts of your data. Validation features ensure that data is correct, that it is entered in the proper format, and that formulas are working correctly, all of which are incredibly important for maintaining accurate records. This course explores organizing and subtotaling data in Excel 2007 using the available features. It also covers data validation, including error messages, invalid data, formula auditing, error checking, and the Watch window.
Advanced Customization in Excel 2007	Numerous features and tools in Excel 2007 enable you to customize the look and feel of spreadsheets and workbooks, and also the functionality and efficiency of the program itself. Existing templates, themes, and styles can be altered to meet business needs, or you can create custom templates, themes, and styles to further enhance data presentation. Using macros, you can automate common or repetitive tasks, resulting in time savings and increased efficiency in day-to-day tasks. This course covers creating templates in Excel 2007, as well as customizing workbook properties, themes, and styles. Working with macros, including recording, editing, and running, is also explored.

Course	Description
Customizing Outlook 2007 and Using the Journal	Microsoft Outlook 2007 is highly customizable. You can tailor the interface by selecting views â€" or modifying them â€" to suit your needs. Using a timeline you can track items, such as e-mail or phone conversations, within Outlook itself and also externally. In addition, Outlook allows you to configure and customize multiple e-mail accounts so that you can view e-mail messages from many different accounts within a single Outlook interface. This course demonstrates how to customize Outlook to meet a variety of such requirements, how to track items in Outlook, and how to configure additional e-mail accounts.
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007	Microsoft Outlook 2007 provides you with the tools you need to efficiently manage your e-mail messages. By using predefined or custom rules and alerts, you can organize your messages by moving, deleting, and forwarding them appropriately, and you can even choose to send an automatic reply to incoming e-mail. Outlook 2007 also provides a Junk E-mail Filter to ensure that any spam or unwanted e-mail messages are dealt with by permanently deleting them or moving them to another folder away from your regular e-mail messages. This course demonstrates how to configure rules and alerts to help organize e-mail messages, and how to adjust the Junk E-mail Filter settings to suit your needs.
Working with SharePoint, Calendars, and Forms in Outlook 2007	Microsoft Outlook 2007 enables you to collaborate with others by using a SharePoint site to share information such as contacts and calendars. From within Outlook 2007 you can open, edit, and update SharePoint files, as well as update and add items to calendars on the SharePoint site. With Outlook 2007 you can easily share your calendar either through Outlook itself or online using an Internet Calendar. It also allows you to customize default forms to ensure they meet your needs. This course demonstrates how to use Outlook 2007 to connect to a SharePoint site and open, edit, and update SharePoint files, as well as create calendar items for the SharePoint site. It also explores how to share your Outlook 2007 calendar and customize, test, and publish customized forms in Outlook 2007.
Creating Custom Slide Shows in PowerPoint 2007	With PowerPoint 2007, creating customized slide shows has never been easier. This course shows you how to create custom slide shows that meet your differing audiences' needs. You will learn how to create self-running presentations, how to annotate your presentation while it's running, and how to use Presenter View so that you see one thing while your audience sees another.
Distributing Presentations in PowerPoint 2007	Microsoft Office PowerPoint 2007 provides numerous ways to produce and distribute dynamic, custom presentations. In this course you will be introduced to the process of securing your presentations for distribution by setting up passwords. You will also examine the various ways to distribute your presentations to colleagues and other audiences. You'll explore how to print your slides, save a presentation as a web page, and e-mail your presentations. And you'll learn how to package your slide show to a CD.
Advanced Customization	With Microsoft Office Project 2007, project managers can define how project data is recorded, reported, and displayed, using customizable, built-in templates. They can also customize the interface by adding or removing tools from the application's default toolbars. And before project data is distributed, a project manager can format fields and views to meet particular needs. Additionally, if you need to modify information associated with tasks and resources, create custom tables, or create a work breakdown structure, Project 2007 provides a flexible, all-encompassing solution. This course outlines the basics of customizing Microsoft Office Project 2007, and also provides insights into some of the advanced customization features.
Project Data Management and Performance	Project managers often share Project 2007 data with other applications, such as Microsoft Excel and Microsoft Outlook. When importing and exporting information in this way, the information must first be sorted, filtered, and grouped to customize the information's appearance. Information also needs to be timely â€" actual work performed, actual start and finish dates, and actual costs must all be updated. This course outlines the basics of importing and exporting, sorting, filtering, and grouping information to meet a project's needs. It also discusses creating and sharing resource pools in a multi-project environment, how to manage the efficient use of limited resources to keep multiple projects on schedule, and how to create task dependencies across multiple projects.
Advanced Formatting in Word 2007	Themes, Backgrounds and Borders can be used in Microsoft Office Word 2007 to create engaging and professional looking documents. With Word 2007, these tasks are made easier then ever before, specifically with the use of theme colors, theme fonts and theme effects. This course demonstrates how borders, shading, margins and horizontal lines are used when creating interesting documents and implementing emphasis to various parts of a document. Themes colors, theme fonts and theme effects are explained in detail and background colors and fill effects are explored as well. This course also demonstrates the use footnotes and endnotes.
Advanced Document Navigation and Document Reviews in Word 2007	Microsoft Office Word 2007 has many features that enable you to create robust documents that can be easily navigated, reviewed, and recovered if issues are encountered. This course explains how tables of contents are created, modified and deleted in conjunction with the use of tables of figures and tables of authorities. The insertion, modification, deletion and navigation of hyperlinks, bookmarks, and frames are demonstrated, as well as the creation of indexes and index cross-references. The course also discusses using track changes and comments when reviewing documents, and explores repairing corrupted documents.
Using Tables, Charts, and Graphics in Word 2007	By using the tabular and charting utilities of Microsoft Office Word 2007, you can format, sort, and analyze your data with ease. In Word 2007, you can insert a table by selecting its layout from a list of preformatted tables, or by selecting the number of columns and rows that you require. You can insert a table into your regular document layout, or you can nest it within another table for increased complexity. There may also be times when you need to insert Excel data or charts into a Word document, and Word 2007 enables you to do so with a few simple steps. This course demonstrates how to create, format, and modify Word 2007 tables, including inserting and deleting table elements, resizing tables, merging and splitting cells, sorting data, using simple formulas, as well as converting a table to text. Methods of inserting, linking, and embedding Excel objects in Word documents are explained in this course, in addition to inserting and formatting charts.
Getting Started with Access 2007	With Access 2007, Microsoft introduces some of the most significant changes to Access in years. Most notable is the intuitive new user interface that replaces the traditional menus and toolbars with features like the Ribbon, the Quick Access Toolbar, and the Microsoft Office button. This course provides an introduction to Access 2007 and demonstrates how to navigate within the new user interface. The introductory steps in planning a database, the components and views of an Access database, and database creation methods are also covered.
Basic Access 2007 Tables	Microsoft Office Access 2007 makes it easy for you to create and manipulate database tables. You can choose between a Datasheet view and a Design view to create tables from scratch, or you can base your tables on one of the many pre-defined templates. The introduction of the Ribbon and contextual tabs in Access 2007 makes table creation even more intuitive, and provides you with easier data manipulation techniques. This course explains the use of table templates, Design and Datasheet views, field creation, data types, and modifiable properties, and demonstrates the use of masked input fields and indexing. The course also explores viewing, editing, navigating, sorting, finding, and filtering records, in addition to printing data and implementing and maintaining table relationships.
Basic Access 2007 Forms	Microsoft Office Access 2007 offers several options for creating, customizing, and managing forms. This course describes multiple methods of form creation, including the Form, Split Form, Multiple Items, Blank Form, and Form Design tools and the Form Wizard. This course also explores controls â€" the available types, how they are added to a form, how their properties are set, and how they are resized, moved, grouped, and positioned on a form. The course demonstrates how forms can be customized using autoformat, or by adding the date and time, page numbers, logos, and other decorative controls. The creation and management of records in forms using different navigational methods, sorting and filtering options, and printing forms is also covered.
Queries and Reports in Access 2007	Queries and reports are used in Access 2007 to convert data into useful information and are an essential part of any database application. Access 2007 has a Query Wizard which simplifies the process of formulating a query and provides various methods of creating reports to present summarized information easily and effectively. This course explores the use of the Query Wizard and demonstrates how to create or modify a query in Design view in order to achieve specific results. This course also covers Expression Builder, calculated fields, grouping options for displaying query results, and crosstab, unmatched, and duplicate queries. The use of the Report, Report Wizard, Blank Report, Report Design, and Label options are covered, as well as how to add and bind controls, group and sort data, and modify sections of a report.
Getting Started with Excel 2007	With the introduction of Office Excel 2007, Microsoft has made substantial changes to the user interface of its spreadsheet application. This course will help get you up-to-speed on the new features, and will introduce you to the basic features and functionality of Excel 2007. This will be accomplished through the demonstration of workbook creation and navigation, and worksheet data entry at a user-friendly beginner level.
Manipulating and Formatting Data and Worksheets	Excel 2007 provides a number of improved tools and new features that allow you to visually enhance the appearance of sheets and workbooks. Cells, rows, columns, sheets, and workbooks can be manipulated and customized using various positioning and formatting features. This course explores the processing of copying and moving cells, columns, rows, and sheets, as well as inserting or removing sheets and modifying workbooks. Formatting tables, textual data, and numerical data, as well as conditional formatting, is also covered.
Reviewing and Printing in Excel 2007	Excel 2007 simplifies the reviewing and printing processes by centralizing all related features within the various tabs of the Ribbon. The Review tab enables you to quickly access tools for proofing content and adding comments. Using the Page Layout view, you can preview how your worksheets will look when they are printed, and adjust them as needed to achieve professional results. This course explores Excel 2007 reviewing features, such as spellchecking, translating, and using comments. Configuring entire workbooks, spreadsheets, and spreadsheet selections for printing, using the Page Layout view, and printing using the Office button are also covered.
Excel 2007 Formulas and Functions	Excel 2007 provides numerous functions and formulas for performing simple and complex calculations on workbook data. The Ribbon's Formulas tab provides convenient access to groups of data analysis and calculation tools, such as the Function Library, Named Cells, Formula Auditing, and Calculation groups. This course demonstrates how to create and edit formulas, use references and names, and work with tables in Excel 2007. Basic, logical, financial, and date functions are also covered.
Excel 2007 Charts, Pictures, Themes, and Styles	Enhancements to charting, themes, and styles in Excel 2007 enable you to create attractive and well-organized representations of spreadsheet and workbook data. Charts, themes, styles, and pictures can all be easily inserted and customized from the Ribbon bar. This course demonstrates how to effectively use and customize charts in Excel 2007, and explores available chart types and styles. Using themes and styles to improve presentation, and adding visual elements to workbooks, are also covered.
Getting Started with Outlook 2007	Microsoft Outlook 2007 is an application used to manage your communication needs. It allows people to send and receive e-mail messages, and provides additional functionality to keep tasks, notes, appointments, and daily activities in one convenient location. This course addresses the basic features and functionality of Outlook 2007, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2007's basic Help features.
Formatting and Managing E-mail in Outlook 2007	Microsoft Outlook 2007 allows you to quickly organize and format e-mail messages using easy management and time-saving tasks. Outlook 2007 provides formatting features that can be applied to an e-mail message as it is being created, and also includes management tools to find and sort messages quickly. This course demonstrates how to use the various formatting features, and also explores such e-mail message options as signatures and voting buttons, and how to use and work with attachments. In addition, the course demonstrates methods of organizing e-mail using an assortment of views and color-coding techniques.
Using the Calendar in Outlook 2007	Microsoft Outlook 2007 provides an easy-to-manage calendar that allows for creation and management of appointments, meetings, and events in a single interface. It also provides a To-Do bar that displays all calendar entries, including tasks and their deadlines, in a customized view that simplifies scheduling. This course demonstrates how to customize the Outlook 2007 calendar using personalized views. It also demonstrates how to create and manage appointments, meetings, and events.
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007	Microsoft Outlook 2007 allows for easy creation and management of all contacts. It provides an easy to use interface for creating contacts, along with business cards, that can also be used for sending e-mail, making meeting requests and journal entries, as well as assigning tasks. Outlook also offers multiple views to easily manage and track tasks. In addition, it allows you to create and store notes for later reference. This course explores how to create and manage contacts, tasks, and notes. It also demonstrates how to customize the Outlook interface using Outlook Today, shortcuts, Favorite Folders, and the Navigation Pane.
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	Microsoft Outlook 2007 is a versatile e-mail client application that offers numerous features for interacting and sharing information with others. This course demonstrates the new Outlook 2007 search feature, Instant Search, which is used to locate and manipulate e-mail messages and other Outlook items. It also explores printing options using a variety of print styles. Lastly, RSS feeds will be discussed in depth, explaining how Outlook 2007 users can conveniently view content from multiple sources, such as news outlets or blogs, from a central location.
Getting Started with PowerPoint 2007	Microsoft PowerPoint 2007 is a powerful authoring application that enables you to create high-impact, professional-looking presentations quickly and easily. This course shows how to create a new presentation from scratch, and also how to use layouts and views to make working with your presentation easier. It provides you with a solid introduction to the basic, must-know aspects of PowerPoint, and it shows you how to use PowerPoint's powerful help features.
Adding Graphics to Presentations in PowerPoint 2007	Microsoft PowerPoint 2007 is a useful authoring application tool for creating dynamic slide show presentations. This course demonstrates how to create visually appealing presentations using PowerPoint's design templates and implementing new Microsoft Office 2007 themes. The course also explores the introduction of SmartArt in PowerPoint 2007, a feature that allows you to add some glamour to your presentations by using colors and shapes to emphasize text and data. Also covered are the various ways of incorporating diagrams, tables, and charts to enhance your presentations' appeal.
Adding Multimedia and Animations to Presentations	Microsoft's PowerPoint 2007 is one of the world's most widely used applications for creating presentations. Powerful, high-impact slide shows come to life with the addition of multimedia to your presentations. Engage your audience by keeping things lively and interactive with movie and sound clips, animated slide content, and slide transitions. This course will help you to make the most of all these features.
Creating and Designing a Project	In the corporate world, the project is a fundamental building block. Each project in which a company engages is unique, and fulfills an individual or corporate goal. And each project comprises a series of related tasks that culminate in a project deliverable. Microsoft Office Project 2007 is a comprehensive tool for project managers responsible for the overall design of projects, enabling them to engage in task assignment and management, resource allocation, costs, and budget control in an easy and intuitive way. Microsoft Office Project 2007 also enables the collection and sharing of project progress information with a project's team members and stakeholders. This course outlines the basics of project management, and shows how to create â€" and manage â€" a new project using Microsoft Office Project 2007.
Specifying and Assigning Resources in Project 2007	In Microsoft Office Project 2007, people, equipment, and materials are collectively referred to as resources. A large part of a project manager's responsibilities is managing these resources, whether that be assigning resource work times, leveling resources that are overallocated, and overseeing the budgeting and costs of resources. This course provides an overview of resource management for projects, and will help you get to grips with Microsoft Office Project 2007's robust resource management tools.
Tracking and Reporting Progress	Project stakeholders have a vested interest in the project's progress so information needs to be tracked, recorded, and reported. A project manager needs to decide on the information to be tracked, and how to track it. Microsoft Office Project 2007 helps a project manager by making this process easy. Baselines and interim plans, for example, create benchmarks for a project's progress. Built-in views and reports helps a project manager to assess a project's progress. Project managers also have the option to customize a new view or report. This course explores these features of Microsoft Office Project 2007 and how a project manager can use them to address a project's tracking and reporting needs.
Creating Visio 2007 Diagrams	Microsoft Visio 2007 is a powerful diagramming software that enables you to create different types of diagrams and work environments. This course shows how Visio 2007 has predefined templates and stencils that enable you to create diagrams quickly and efficiently; along with the Visio Help features that allow you to tap into the vast knowledge base both within the help files and online through the Microsoft knowledge base. Once the diagrams have been created, this course demonstrates how to manipulate the shapes and connectors before saving and printing them.

Course	Description
Enhancing and Customizing Diagrams in Visio 2007	Visio 2007 provides the tools to create diagrams by adding shapes and text to create complex networking and business diagrams. This course will show how to position and manipulate shapes, alter views and page orders, and manipulate text and text characteristics within Visio 2007 diagrams.
Collaborating and Using Visio 2007 With Other Programs	Visio 2007 is a powerful collaboration tool that allows the user to show content from other applications and also allows content in Visio to be linked to other types of files. This course will show how to link, embed, import and export content and drawings in order to allow for collaboration with other programs while using Visio 2007.
Getting Started with Word 2007	With Office Word 2007, Microsoft introduces some of the most significant changes to Word in years. Most notable is the new intuitive user interface which replaces the traditional menus and toolbars, featuring the Ribbon , the Quick Access toolbar, and the Mini Toolbar as well as a new Office button which replaces the File menu. This course provides an introduction to Word 2007 and demonstrates how to navigate within the new user interface.
Working with Text and Paragraphs in Word 2007	Word 2007 makes it easy to apply formatting to documents by providing a live visual preview of various formatting options. This enables you to view the formatting change before actually committing to it. This course explains the Font and Paragraph formatting options, as well as the Mini toolbar and live preview features. In addition, the creation and formatting of bulleted, numbered, and multi-level lists and the insertion of symbols or special characters are demonstrated. Setting margins, paragraph indents, tab stops, text alignment, and showing or hiding formatting marks will also be explored in this course.
Structuring, Editing, Saving, and Opening Documents in Word 2007	Word 2007 provides many options for structuring and editing documents which are complemented by a variety of editing tools. There are also options for saving documents which can be customized to suit your word processing needs. This course explains the use of page and section breaks, spacing adjustment, and column insertion, and explores the basic editing tools packaged with Word 2007. A new feature of Word 2007 demonstrated in the course is the ability to save a document in PDF or XPS format, in addition to being able to save as a web page. The course also explains how to save documents so that they can be viewed in previous versions of Word.
Printing, Help, and Automated Formatting in Word 2007	Microsoft Office Word 2007 provides new features called Quick Styles and building blocks which make it easy to create great looking documents quickly. You can select Quick Styles using the new Live Preview feature to view the different styles before committing the changes. This course demonstrates the use of Quick Styles, building blocks, templates and AutoCorrect features in detail. Previewing and printing options, as well as Word 2007's Help and Research options, are also explored and demonstrated.
Working with Documents in Word 2007	Microsoft Office Word 2007 has various design features that can be used to enhance your Word documents. These include Clip Art, SmartArt, WordArt, shapes, curves, lines, and diagrams to name a few. This course explains how to use Word 2007's Drawing Tools, including working with WordArt, AutoShapes, Pictures, Clip Art, and SmartArt. It also demonstrates the use of headers, footers, and page numbers as well as how to use document views available in Word 2007, and how to navigate using line numbers, and multiple windows.
Analyzing Data in Excel 2007	Excel 2007 provides powerful data analysis tools that enable you to explore large amounts of data and to make educated business decisions based on that data. With PivotTable reports you can interactively summarize data, making it easier to analyze and present the results. PivotChart reports provide a graphical view of PivotTable report data. Using Goal Seek and Solver enables you to retrieve required results from formulas by determining the data the formula requires. You can also use additional what-if analysis components, data tables and scenarios, to view how value changes in formulas affect the formula results and to forecast worksheet outcome models respectively. This course covers advanced data analysis features, such as PivotTable and PivotChart reports, Goal Seek, Solver, scenarios, data tables, and OLAP.
Protecting and Sharing Excel 2007 Workbooks	In many organizations, teams and individuals require frequent and possibly simultaneous access to common spreadsheets and workbooks. To meet these demands without affecting efficiency, a number of review, security, and collaboration features are available in Excel 2007. Workbooks, worksheets, and specific data within worksheets, can be protected, enabling only those with access to view or make changes to them. Workbooks can be shared so that multiple people can access required data, and changes made to workbooks can be tracked, accepted or rejected, and merged. The use of Excel Services and Microsoft Windows SharePoint Services adds an additional level of collaboration and security features. This courses covers range, worksheet, and workbook protection, as well as tracking changes and merging workbooks in Excel 2007. Sharing workbooks, using Excel Services for collaboration, and publishing workbooks to SharePoint are also covered.
Exchanging Data with Excel 2007	In Excel 2007, there are a number of options for importing data and sharing data with other applications. Excel 2007 includes built-in functionality for importing text files and creating database queries to retrieve data from a variety of databases. Other applications, such as Access, Word, and Outlook, can also import Excel data. Using XML in conjunction with Excel enables you to further manage and customize workbooks. This course explores creating links, importing text files, and creating database and web queries. Importing Excel 2007 data into other applications and using XML in Excel 2007 are also covered.
Microsoft Office 2007: Collaborating with Groove and Communicator	Collaboration is at the heart of effective teamwork. When operating in traditional work structures, with all team members in one office location having regular face-to-face meetings, this collaboration was relatively easy. But work environments have changed. Offices are no longer confined to a room or a building and teams often comprise members in different countries, working in different time zones. Office 2007 facilitates collaboration with its Office Groove 2007 and Office Communicator 2007 applications. Groove brings small teams together in virtual 'workspaces', stored on each team member's desktop. All the files the team needs for collaboration are stored in these workspaces and are updated after each change whether the team member is online or offline. Office Communicator extends these capabilities by enabling those in different locations and time zones to communicate easily and quickly with a range of unified communication tools, including voice, video, and instant messaging. This course explores Groove 2007 and Communicator 2007 as collaborative software packages. It teaches how to create Groove workspaces, how to invite people to share that workspace, and how to connect with team members using chat or discussion boards. The concept of 'presence', which displays a team member's status, is explained in relation to Groove and Communicator. The course also introduces the benefits of an integrated Office system and demonstrates how to use Communicator for real-time collaboration.
Microsoft Office 2007: Sharing Information with OneNote 2007	With team members working in diverse locations, a central repository in which to store information about customers, projects, and meetings is vital. There's an ever-growing amount of information in a variety of formats and teams must stay in control. Office OneNote 2007 is a note-taking program which enables you to store typed text, handwritten notes, pictures, sketches, audio, and web research in one location. Notepads can be shared among team members so that everyone can store, share, and contribute information in an organized way. Changes to notepad items are merged automatically and are synchronized if a team member has been offline. This course demonstrates how to create shared notepads, how to add files and text, and how to initiate a live session to share notes in real time. It also shows how best to organize notepads and how to search for information using the Office OneNote 2007 tools.
Data Security, Archiving, and Working Offline in Outlook 2007	You can use the enhanced security features included in Microsoft Outlook 2007 to protect your e-mail and computer from malicious attacks that can arrive in the form of incoming e-mail messages. The program also provides you with tools used to archive and manage the size of your mailbox to ensure that you can locally store your e-mail messages for future reference. With Outlook 2007 you can choose to work offline and access your e-mail messages without connecting to a server, and then synchronize Outlook with the server at a more convenient time. You can also connect to the Exchange Server using Outlook Web Access (OWA) at times when you do not have access to the Outlook application. OWA provides you with many of the same features that Outlook 2007 offers, but through a browser interface. This course demonstrates how to configure the security settings, offline access, and synchronization settings for Outlook 2007. The course also shows you how to access Outlook from the Internet, and how to archive data and manage your data file sizes.
Instant, Text, and Unified Messaging in Outlook 2007	You can secure your e-mail in Microsoft Outlook 2007 using Information Rights Management (IRM), a feature that allows you to set access permissions for specific messages. Setting these restrictions secures your sensitive information against forwarding, printing, and copying. In addition, when used with an Exchange Server, Outlook 2007 provides you with a comprehensive messaging approach, including instant and text messaging to mobile devices. It also allows you to receive and listen to voice mail messages in your inbox, and send and receive faxes directly to and from your inbox. This course explains how to configure and implement IRM. It also discusses how to receive and send instant and text messages and faxes from your inbox, and how to configure Outlook for voice mail.
Business Contact Manager with Outlook 2007	Microsoft Outlook 2007 with Business Contact Manager helps to save time and improve sales and marketing to ensure excellent customer service by providing customer and contact management in one central location. It allows you to easily manage all your contacts, customer information, and opportunities in one location making it easier to find and manage. It also allows you to create marketing campaigns and send them to prospective customers, as well as track any communications with your customers and contacts to ensure you stay organized. This course demonstrates how to setup Business Contact Manager with Accounts, Contacts, Opportunities, and Projects. It also demonstrates how to track and link items to records, as well as share and protect your data in the Business Contact Manager database.
Creating Customized Publications with Publisher 2007	Microsoft Office Publisher 2007 helps you expand your creativity by enabling you to customize and share a wide range of personal and business publications to suit both home and office requirements. You can use this application to quickly create and personalize professional-looking publications such as newsletters and flyers. This course explores the wide range of available templates and the creating, editing, printing, and publishing tools at your disposal. It also introduces the new features of Microsoft Publisher 2007, and delves into redesigned and enhanced familiar features.
Extending Publisher 2007 Beyond Publications	You can do more with Office Publisher 2007 than create basic desktop publications. New and enhanced capabilities guide you through the processes of creating and distributing your work either in print, on the Web, or by e-mail. This course explains such Microsoft Office Publisher 2007 features as e-mail and catalog merging capabilities, e-mail templates, and web page creation and customization.
Advanced Data Manipulation Features in Word 2007	Word 2007 enables you to create forms quickly and easily, so that they can be used by other users of Word 2007. Forms contain form fields that you can link to external data sources, and Word 2007 contains security features to protect forms from tampering by other users. Inserting fields has been simplified in Word 2007 by means of built-in commands and content controls. The mail merge feature is also improved and simplified in Word 2007, enabling users to merge content into letters, e-mail messages, envelopes, and labels very easily. The course demonstrates how to add, modify, and update form fields, as well as walking through the mail merge process.
Advanced Document Features in Word 2007	Some of the advanced features of Microsoft Office Word 2007 offer ways in which you can automate and streamline the way you work. You can use macros in Word 2007 to easily automate repetitive, complex tasks. A macro is a set of instructions that can group a series of actions and keystrokes as a single command. You can also simplify the management of your Word 2007 files by using master documents. Master documents divide large files into related subdocuments through a series of links. This course demonstrates how to create, edit, copy and delete macros through the use of the macro recorder. In addition, aspects of master and subordinate documents are explained, including outline levels, rearranging and restructuring subordinate documents in the master, and converting, deleting, merging, and locking subdocuments. Customization of the Quick Access Toolbar is also explored in this course.
Collaborative Features in Word 2007	Microsoft Office Word 2007 offers several options for securing and protecting Word documents as well as providing various collaborative features. This course demonstrates how to use Word 2007's document security, which includes locking document formatting, password protecting a document, marking a document as read-only, using Document Inspector, viewing privacy options, and adding a digital signature. It explains the various workspace collaboration features available using SharePoint in addition to creating a document library. This course also discusses and demonstrates working with HTML to save a document as a web page and creating a web page in Word as well as how to create blogs in Word 2007.
Introduction to Six Sigma	When launching General Electric's quality effort in 1995, Jack Welch, the then chairman and legendary champion for the cause of Six Sigma, strongly encouraged his chief employees to become passionate lunatics about Six Sigma. Welch's adoption of Six Sigma, and General Electric's ensuing success, greatly contributed to Six Sigma's recognition as a powerful method for business improvement in organizations. So, what is Six Sigma and why do so many successful organizations attribute their success to it? This course largely deals with answering these questions. The course traces Six Sigma's roots in traditional quality concepts, but also shows that it is not just about quality; it is also a metric, a philosophy, a balanced scorecard, and a quality management system. This course demonstrates how to estimate Sigma level and how Six Sigma methodologies are strategically applied to a broad array of manufacturing and service organizations. The course also explores Six Sigma business goals and the mission critical role of Champions for achieving these goals.
Six Sigma Process Improvement	In the world of business you cannot expect faulty processes to deliver outstanding organizational results. Six Sigma offers many ways to improve your organization's processes, based on your priorities and business requirements. Whenever you delve into process improvement, you have the option to create new processes altogether or replace old processes with new ones. Six Sigma Champions generally choose to improve upon existing processes. This course is designed to help Champions learn how to use Six Sigma's Define - Measure - Analyze - Improve - Control (DMAIC) methodology to upgrade current processes. It also explores using Six Sigma tools and methods to understand customer requirements, recognize the gaps between current deliverables and customer needs, analyze the root causes of process shortfalls, and finally use Six Sigma tools to improve inefficient processes. This course introduces you to Six Sigma tools and their application in Six Sigma methodology using a keep-it-simple-statistically approach ideal to a Champion's strategic role.
Six Sigma Projects and Project Teams	Managers are people who do things right, while leaders are people who do the right thing, says Warren Bennis, Ph.D. in his book On Becoming a Leader. Champions are leaders. Selecting the right Six Sigma projects and the right people, and leading them to achieve business goals, is vital to the leadership of Champions. This course deals with these important roles of Champions. It also provides Champions with a toolkit to measure and analyze a project thoroughly before it is selected for Six Sigma improvement. The roadmap for selecting Black Belts and other team members needed to build a winning project team is also explored. Champions will learn how to shape and align the dynamics of their sponsored team to the organization's business goals. Finally, the course demonstrates the all-important Champion role of acting as a conduit between project teams and top management.
Leadership	Leadership is fundamental in driving quality in an organization. A good leader's actions and words filter down to all organizational levels to create a quality culture. The concepts of organizational leadership are built on a foundation of core business elements. A clear understanding of these elements is key in developing an organization's strategic plan and vision. These core elements include: organizational structure and culture, roles and responsibilities of managers and leaders, change management, motivation and negotiation, and conflict and empowerment. This course explores the concepts of organizational design and leadership challenges. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Team Dynamics	Effective development of teams improves the organization's quality and productivity. Team development encompasses team establishment, assignment of roles and responsibilities, and performance evaluation. Dynamic team goals and objectives must align with the organization's vision and mission. This course explores team building and team dynamics. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Developing and Deploying Strategic Plans	Successful organizations are founded on effectively developing and deploying strategic plans. Organizations must identify their primary goals and objectives based on their mission and vision statements. Other success factors include understanding market forces, internal strengths and weaknesses, stakeholders, relevant technology, and legal and regulatory factors. With these considerations, an organization's action plan can be developed and deployed, and its effectiveness evaluated. This course explores the concepts of strategic planning models, business environmental analysis, and strategic plan deployment. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook, and is designed to assist learners in preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.

Managerial Skills and Abilities	Quality management is an important factor in the success of today's organizations. Leading organizational thinkers have gone to the extent of saying that quality in an organization is determined by the quality of its management. In order to bring quality and excellence to an organization, managers need certain skills, tools, and abilities in all their functions. These skills and abilities relate to their understanding of management principles and theories, key organizational functions, and their mutual interrelationships. This course explores basic principles of management, management theories, styles and tools, and interdependence of functional areas in an organization. It identifies tools and techniques used by the HR, Finance, Risk, and Knowledge management functions in an organization. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality / Organizational Excellence certification exam.
Communication Skills and Project Management	An essential element of management is the ability to effectively communicate with people. The capacity to successfully communicate in today's global economy is a pivotal element to the success of any organization. Managers need to be aware of emerging technologies and how these affect international communication. To meet an improvement project's specified goals and objectives, a manager must also effectively plan, estimate, and monitor the progress of the project and know what tools to apply. This course explores how communication takes place, and presents techniques and strategies for enhancing communication. It also examines how various project management tools can be used to analyze project risk, feasibility, and priority. The course is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook, and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Quality Systems, Models, and Theories	The implementation of an effective quality system is a vital component of the success of any organization. Personnel at all levels in an organization must be aware of the quality mission, plan, and methodology it employs. A quality mission and plan that is well developed and properly implemented must be aligned to the corporate mission and vision statements and the strategic plan in order to be effective. As an organization evolves, its quality plan must be monitored and revised in order to reflect these changes. This course explores the quality mission, plan, and methodologies and discusses the importance of effective monitoring, documentation, and implementation. It examines various quality models and theories used in corporations today. This course is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook, and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Problem-Solving and Process Management Tools	Albert Einstein is reputed to have said, The significant problems we face cannot be solved at the same level of thinking we were at when we created them. To solve quality and process-related problems, managers should continuously enhance their knowledge of organizational processes and quality management tools. These tools help managers find root causes of problems, an important step toward removing them. Success in ensuring quality and organizational excellence depends on how effectively managers apply these tools to solve quality and process-related problems. This course explores basic problem-solving and process management tools used for identifying, analyzing, and solving quality and process-related problems. The course is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook, and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Measurement: Assessment and Metrics	Were you ever in a situation where you started a new project and weren't sure of its effectiveness? Is your new process trending toward success or failure? These are questions that should be on the mind of every manager. An effective manager is continuously gathering, monitoring, and analyzing information as it relates to organizational performance. This course explores data analysis techniques used to detect trends of projects and processes. It describes key concepts in statistical analysis and explains how data-gathering affects the people in an organization and vice versa. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality / Organizational Excellence certification exam.
Customer-Focused Management	Sam Walton, founder of Wal-Mart, is reputed to have said, There is only one boss Ã¢‚¬â€œ the customer. And he can fire everybody in the company Ã¢‚¬â€œ from the chairman on down Ã¢‚¬â€œ simply by spending his money somewhere else. Effective quality management processes focus on the customer. In today's global marketplace, customers have more choices than ever before. To achieve success, it is vital for enterprises to accurately identify the wants, needs, and expectations of their customers. This course explores the relationship between the treatment of internal customers and the impact on external customers. It examines techniques used to identify and segment external customers, while anticipating customer priorities, needs, and expectations. Strategies for incorporating customer service principles are also analyzed. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality / Organizational Excellence certification exam.
Supply Chain Management	At what level are your suppliers performing? Are the relationships with your suppliers benefiting the organization? A quality-centered relationship with a supplier can play a vital role in the success of organizations, providing a competitive advantage in today's aggressive global marketplace. Without sound performance measurement and communication strategies, the relationship between you and your supplier can quickly deteriorate. This course explores many aspects of the organization-supplier relationship, including supplier selection and communication strategies. The course also examines approaches to measuring supplier performance as a basis for improvement. It also looks at the importance of certification, partnerships, and alliances as they relate to the supplier relationship. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality / Organizational Excellence certification exam.
Training and Development	The most valued resource of any organization is its people. In today's corporate landscape of technological advancement, employees must be trained to align with the strategic direction of the business. Managers of quality should know that improvements in workplace productivity contribute positively to the overall well-being of the organization. This course explores the importance of investing in human capital as a means of attaining strategic objectives. It delves into all aspects of corporate training, including the front-end needs analysis, and identifying effective design and development strategies. It also examines various ways to deliver training, and provides insight on how to accurately evaluate the impact training programs have on a company's bottom line. It is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Managing a Project	The factors of a successful project almost always end up depending on how much money and time is needed to create a product worthy of the customer. This course will help you manage the constraints of time, money, and schedules, and how they relate to the overall quality of your project and product.
Converting a Call Center to a Profit Center	This Business Impact explores how a call center can play a vital role in the financial success of a company, generating revenue to sustain itself and drive future business.
Managing Your Call Center More Efficiently	This Business Impact explores the benefits of employing a knowledgebase to provide call-center employees with a searchable repository of information and practical experience.
The Importance of Call Tracking and	As the front line in customer contact, call centers rely on proper documentation to track and resolve customer-related issues. This Business Impact explores the five stages of the call-center cycle.
Customer Service Training - The Interview and Beyond	This Business Impact explores the idea that training should begin at its earliest point in a CSA's professional lifecycle - the interview.
Disaster Recovery - Keeping the Lines Open	Planning for disaster is important for all companies. This Business Impact explores the communications aspect of disaster recovery.strategies for holding on to top performers.
Preventing Agent Absenteeism through Better Working Conditions	Excessive agent absenteeism is an issue for many call centers. This Business Impact examines a strategy for minimizing the problem.
Aligning Performance to Key Indicators	Call centers must deliver solid customer service and still meet departmental objectives. This Business Impact focuses on the importance of helping call-center agents identify key performance indicators so they can maintain the balance between the needs of clients and the needs of the company.
Creating an Effective On-hold Message	Ineffective on-hold messages can frustrate and alienate customer callers. This impact explains how to create an effective on-hold message.
Aligning Agent Behaviors with Caller Types	Successful customer service agents know how to recognize the tone of a caller and adapt to it. This Business Impact explores three of the more common caller types and outlines workable coping techniques.
Prioritizing Rewards and Recognition in Call Centers	Incentives can help call centers minimize agent turnover. This Business Impact examines what makes a rewards and recognition program effective.
Outsourcing Financial Activities	Businesses are increasingly outsourcing portions of their accounting. This Business Impact explores the pros and cons of outsourcing financial activities to third party service providers.
Using Audits to Help Prevent Business	Business fraud is a potential issue for any company. This Business Impact stresses the need for employers to protect themselves by using audits to detect fraudulent activities.
Increasing Cash Flow in Times of Need	The life blood of any successful business is the steady and predictable flow of incoming cash. But what steps can be taken when a business experiences acute revenue shortfalls? This Business Impact explores some common options available to business owners when facing a critical need to increase cash flow.
Attracting New Investors - Keeping Presentations Focused	Given the fierce competition for investor capital, it's imperative that companies position themselves as the most profitable and desirable venture available. This Business Impact explores the specific documents and ratios that potential shareholders seek in making investment decisions.
What's Your Gross Profit Margin Really	A company's gross profit margin provides useful information about its financial health. This impact explores the significance of GPMs.
Aligning Recruitment to Job Requirements	Recruiting effectively means aligning recruitment practice to job requirements. Here we discuss why composing comprehensive and accurate job descriptions is such an important part of the recruiting process.
Understanding Workplace Diversity	Differences and similarities of ethnic, cultural, and family background are only part of a comprehensive approach to workplace diversity. Here we consider additional elements that are crucial aspects of the diversity mixture in today's business world.
Guarding Against Interviewing Biases	Bias can lead interviewers to make inaccurate decisions. This Business Impact explores the perils of interviewing bias and strategies for avoiding it.
Fringe Benefits: Maintaining a Competitive Hiring Advantage	This Business Impact explores the changing landscape of employee remuneration and the role that fringe benefits can play in giving your company a competitive edge.
Communicating Properly during Layoffs	Corporate mergers, financial downturns, and outsourcing make for difficult transitions for any company. This impact explores the importance of clear, thorough, and honest communication during such times of change.
Managing Workplace Stress	Workplace stress will remain a reality of modern business for the foreseeable future, but there are strategies to consider when evaluating how best to anticipate and manage work-related pressures.
Reframing Negative Situations	People often react to perceived negative situations based on their perceptions and past experiences. Unfortunately, these assumptions and preconceptions can be faulty. This Business Impact explores the technique of reframing the process of actively questioning our understanding of a situation to uncover other possible meanings and perspectives.
Underperforming Employee - Now What?	Most managers have dealt with underperforming employees at one time or another. This Business Impact examines how to use turnaround agreements effectively.
Communicating a Shared Vision	Communicating a Shared Vision shows how providing a project team with a vision, can help improve team motivation and ensure project success.
Succession Planning	Succession planning provides an organization with an understanding of critical roles and functions. Here we discuss the strategies that allow a manager to maintain personnel in key areas.
Leading Teams through Change	Effective leadership is key to change management. Leading Teams through Change discusses the challenges of change management and how to motivate your team during a period of change.
Building Trust Incrementally	Trust in a manager is not a given. This Business Impact focuses on a new manager's challenge of winning the trust of her team.
Leading Outside the Organization	A leader's public image is just as important as his or her management ability. This Business Impact examines the expanding role of today's business leaders outside of their organizations.
Knowing When to Take Leadership Risks	This Business Impact illustrates why professionals must take care not to allow fear of failure to turn innovative behavior into risk-averse behavior.
Developing the Next Generation	Younger generations require different avenues of career development. This impact examines strategies for training Generation Next employees.
Fostering a Business Execution Culture	Even the best-conceived business strategies can flounder when the philosophies of senior management fail to translate in daily practice. This Business Impact explores the benefits of establishing and encouraging an execution-driven culture within your company.
Inspiring Your Team	This Business Impact explores the challenges leaders face when trying to find unique, appropriate, and effective methods to motivate team members to attain and surpass goals.
Involving Employees in Corporate Change	Given the potentially disruptive impact of change to business organizations, it's imperative that companies strive to find strategies to involve their employees in the transition process. This Business Impact highlights a number of effective approaches.
Wanted-Innovation Leaders	Innovation is important to growth. This impact explores how to nurture innovation leaders.
Managing Communications in a Virtual Team	The manager of a virtual team must master exellent communication and understand the importance of virtual presence technologies. Learn how the manager of a virtual team can improve team communication and collaboration.
Using Conflict to an Organisation's	Using Conflict to an Oranization's Advantage explores how to manage conflict proactively, and turn it to a team's advantage.of a project.
Prioritizing Personal and Professional Responsibilities	In today's business world, employees face significant performance pressures. This Business Impact focuses on the challenges business professionals face when balancing the demands of home and office in today's global economy.
Managing the Stress of Organizational Change	Organizational change has become commonplace in today's business world. This Business Impact examines the challenges an employee faces when his company restructures into a decentralized organization.
Managing an Aging Workforce	Retirement poses a challenge to most organizations. This Business Impact explores strategies for planned succession.
Delegating Appropriate Tasks	Delegating tasks requires careful consideration. This Business Impact explores strategies for delegating tasks to employees.
Preventing High Turnover Rates: How to Keep the Best	While some turnover is unavoidable, companies must take proactive steps minimize its effect. This Business Impact explores retention strategies for holding on to top performers.
Confrontation: What's the Best Approach	Managers often find confronting employees difficult and unpleasant. This Business Impact explores strategies for turning these confrontations into positive, win-win experiences.
Employee Exhaustion: Managing a Well-balanced Workload	The possibility of employee burnout can threaten productivity. This impact examines strategies for balancing workloads.
Managing Expatriates' Career Development	Managing expatriates presents many significant and often unforeseen challenges. This Business Impact focuses on some useful preplanning and reintegration methods for approaching expatriate career development.
Performance Dashboard or Scorecard?	Performance dashboards and scorecards are powerful managerial tools. This impact explains the difference between them.

Title	Description
Developing Adaptable Managers	To meet the challenge of the new economy, businesses must reassess how they train and groom their emerging leaders in order to produce highly flexible and adaptable managers. This Business Impact suggests a five-step strategy for developing tomorrow's managers today.
Understanding the Motives of Millennials	Millennials are entering the workforce in greater numbers. This impact explores how managers can work more effectively with these employees.
Coping with Information Overload	Advancements in communication technology have given us instant access to boundless information, but the gains in efficiency and productivity have come at a cost. This Business Impact explores the causes of information overload and explores some practical ways to cope with it.
Blame Backfires--Conquer Negative	Many employees find accepting criticism difficult. This Business Impact details how to handle workplace criticism professionally and effectively.
Effective Critical Analysis of Business	Effective decision making requires sound analytics. This impact explores the pitfalls of basing decisions on faulty logic.
Playing the Devil's Advocate in Decision	Good decision making lies at the heart of success. This impact explores a strategy for ensuring that business decisions are sound.
Mediating Project Team Conflict	Project team conflict can be extremely disruptive to productivity. This impact explores the conflict resolution strategy of mediation.
The Importance of Flexibility in the	Change happens rapidly in business. As a result, employees must be flexible, adaptive, and ready for new things. This Business Impact examines how employees can develop these traits.
When Too Many Meetings Are Just Too	While meetings are a necessary part of business, their frequency often becomes excessive. This Business Impact details the importance of ensuring that meetings are an effective use of the attendees' time.
What is Emotional Intelligence?	Though business does revolve in great part around facts and figures, emotion plays a significant role in the workplace. This Business Impact explores the aspects of Emotional Intelligence and its importance in light of general IQ.
Support Your Leader	Individuals who seek out ways to better support their leaders often find that personal success is a natural end result. This Business Impact explores some of the ways that team members can assist their leaders in a supporting role.
Disciplines of Organizational Learning: Personal Mastery	The various models of organizational learning enable individuals or groups to systematically enhance abilities to produce a desired outcome. This Business Impact considers the benefits of one specific form of organizational learning: Personal Mastery.
Safe Small Talk	Small talk is a long-standing social convention with understood rules governing which topics are acceptable and which are not. This Business Impact explores the nature of small talk in the business setting.
Effective Body Language in Negotiations	Body language often conveys far more than the spoken word, communicating the speaker's underlying intent. This Business Impact focuses on the crucial role that non-verbal cues serve during the course of business negotiations.
Planning for Interruptions Helps with Procrastination	Wasting time at work is a common problem. This Business Impact examines strategies employees can use to minimize their procrastination.
Facilitating Work-related Conflict	Project team conflict isn't always interpersonal in nature. Sometimes, it's work-related. This impact explores work-related conflict.
Criticism in Context	Receiving criticism is rarely a pleasant experience. Yet, it can provide considerable opportunity for personal growth. This Business Impact explores some possible strategies for processing feedback in a useful manner.
Preparing for Your Performance Appraisal	Many employees find performance appraisals intimidating. This Business Impact shows how proper preparation makes the process less stressful and more beneficial.
Managing Projects without Direct Authority	Managing Projects without Direct Authority is a Business Impact product focusing on how Project Managers of cross-functional teams can maximize team involvement, even if they directly report to another manager.
Ensuring Management Buy-In on a Project	Ensuring Management Buy-In on a Project discusses the importance of executive buy-in at the beginning of a project.
Managing Conflict in Project Teams	This Business Impact discusses some of the options a manager has when resolving conflict in the workplace.
Managing Scope on a Project	Managing projects requires dealing with scope change effectively. Here we examine the types of change request that can impact the triple constraint of time, cost, and quality.
Weighing the Costs of Project Change	Even with an extremely thorough project plan in place, change requests are inevitable. This Business Impact explores how project managers should handle such requests.
Managing Vendor Relationships	Meeting the goals of a project often requires hiring consultants with specific skill sets. This Business Impact details strategies for integrating contract workers into the project team.
Anticipating and Solving Problems as a Project Champion	Every project faces obstacles. This Business Impact details strategies that project champions can use to prevent obstacles from turning into more serious problems.
Addressing Stakeholder Conflicts	Stakeholder conflict is a common occurrence during projects. This Business Impact examines the project manager's role in conducting professional conflict management.
Portfolios, Programs, and Projects: What's the Difference?	When key business terms are perceived as interchangeable, communication breakdown can occur, costing time and money. This Impact Series reviews the significant differences between portfolios, programs, and projects.
Controlling Project Cost	Controlling costs is crucial for the success of any project. This Business Impact examines the need for constant project cost monitoring and analysis.
Selling to Key Players	Every company has its key players in the purchasing chain. However, position and title do not always indicate who has authorization to make purchasing decisions. Here we examine how to maximize sales opportunites by reaching the right audience.
Listening to Your Customers	The key to effective communication is practicing good listening skills. This Business Impact explores the concept of active listening and the crucial difference between hearing and understanding.
Storming: Developing and Leading Your Sales Team	Though easily formed, teams do not readily emerge as a cohesive and functioning group. Instead, they progress through a series of phases as individuals acclimate to each other and the challenges they must face together. This Business Impact focuses on a particularly difficult phase of team development: storming.
Planning for Effective Selling	Selling with a seat-of-the-pants approach is a gamble. This Business Impact details an alternate approach.
Designing Products to Fit the Channel	Though a strong web presence is seen as vital in the success of most businesses, it is equally important that products be shaped to fit the medium and meet the needs of custom-conscious consumers.
Sales Support Roles for Better Customer Interaction	Completing large deal" sales typically requires a team approach. This Business Impact examines the roles involved with such an approach."
Don't Only Go for the Big Fish	Many salespeople concentrate primarily on closing big deals. This Business Impact examines the value of keeping a mix of all size prospects in the sales pipeline.
Sales and Marketing: Two Sides of the Same Coin?	Despite having similiar goals, sales and marketing are often at odds. This impact explores how to improve relationships between the two divisions.
Using Web Analytics to Increase Sales	Website activity can provide valuable sales data. This impact explores how web analytics can increase sales.
Trade Show Marketing - Planning Ahead	Trade shows are great opportunities for salespeople. This Business Impact examines the importance of preparing for shows ahead of time.
The Ethics of Gift Giving	For a sales organization, giving gifts to clients helps strengthen business relationships. But gift giving can create ethical dilemmas if not handled properly. This Business Impact explores the ethical considerations of gift giving.
Are You Listening to Your Customers?	Customer satisfaction is an important part of any business. Are You Listening to your Customers? discusses formal and informal techniques that help you to capture customer requirements.
Quick Wins in Six Sigma Implementation	This Business Impact explores how best to select initiatives that are most beneficial to both the project team and the organization as a whole.
Six Sigma Versus TQM	Six Sigma offers a number of advantages over TQM. This impact examines the benefits of Six Sigma as contrasted with TQM.
Lean Inbound Transportation	Shipping and storage of raw materials can carry exorbitant costs. This impact explores how businesses can reduce such costs.
A Critical-to-quality Tree - What's That?	The Six Sigma critical-to-quality tree translates customer needs to business goals. This impact explores how.
Basic Measurement Concepts in Six Sigma	Decreasing defects is the core function of Six Sigma. But to accomplish this, defects must be quantified. This Business Impact explores the basic measurement concepts that help assure statistical information is properly tracked and gathered.
Recognizing Natural Leaders	Effective leaders embody qualities beyond managerial experience. This challenge examines how to identify the candidates possessing an innate ability to lead.
Motivating Human Behavior	Different needs and values motivate different individuals. This challenge examines how to identify and build upon your employees' varying motivators.
Coping with Accusations in the Workplace	Conflict with coworkers is something we all deal with it at some point, and facing accusations in the workplace can be especially difficult. This Challenge explores some possible ways to address accusers.
Power and Politics in Matrixed Teams	There are many gains to be made by adopting a matrix organizational structure, but the approach itself does not guarantee success. Managers must recognize that authority, power, and internal politics have a significant impact on any team structure.
Employee Engagement	It isn't enough to simply offer competitive salaries and benefits. Employees must be made to feel valued. This challenge focuses on methods for keeping employees engaged in their jobs.
Reacting to Co-workers Who Try Taking Advantage	When a co-worker tries to get you to do their work, it can be an awkward situation. This challenge examines how to handle such a problem.
Office Politics - What Will You Do?	Office politics are often a slippery slope. This Challenge examines options for dealing with them.
Crafting Sales Strategies	Successful sales iniatives often require rapid responses to opportunities. This challenge focuses on strategies for making rapid in-roads into available markets.
Performance Payout Plans	Compensation plans feature various pros and cons. This challenge focuses on selecting the best payout plan for compensating sales representatives.
Does Your Business Really Need Six Sigma?	Though a successful approach to error reduction and process improvement, Six Sigma can be difficult to implement and is not ideally suited to every business or task. This Challenge weighs the benefits of adopting Six Sigma and under what circumstances it is best applied.
Identifying Candidates for Key Six Sigma	Adopting Six Sigma into an organization is an intensive process. This challenge explores the importance of selecting the right people for key Six Sigma implementation roles.
Oracle Database 11g: Using SQL to Query Your Database	To identify the concepts and components of an Oracle Database 11g database, recognize how to retrieve information from it using SQL, and identify the steps for sorting, limiting, modifying, and formatting this information.
The Customer Service Representative (CSR)	It costs a business much more to acquire a new customer than it does to retain an existing one. So it makes sense that a business must do everything it can to support and satisfy existing customers. Handling complaints effectively and efficiently can result in increased customer loyalty. Today's Customer Service Representatives (CSR) and support centers have a vital role to play in ensuring customers' needs are addressed in an effective, efficient manner. This course will familiarize the individual with the basic role of the CSR and the environment in which he performs his duties, including typical roles of the CSR in a support environment, basic tasks accomplished by the CSR, the support center and customer's role in a support environment, how the support center has evolved, and company and support center best practices. This course prepares individuals interested in the CSR certification, which is targeted at individuals wishing to qualify for work in a customer support center or help desk environment.
Support Center Services and Work Environment	This course is intended to introduce the learner to the basic levels of service commitments and attitude expected of customer service representatives. Best practices, personal accountability, enhancing the image of the organization, and the work environment are covered.
Team and Customer Relationships	This course will familiarize the learner with the underlying benefits and skills needed to establish team and customer relationships. Teamwork is a critical component of a support center. This course looks at the individual responsibilities of each team member, as well as the team as a whole. It also addresses the role of strong leadership in building and maintaining successful teams. In a support center, customer relationships are everything â€" and communication is king! Many customer problems are caused by communication breakdowns.
Customer Interactions	Failing to realize the importance of customer service and effective complaint handling leads to increasingly dissatisfied customers. Organizations need to be able to address the needs of customers in an effective and efficient manner. This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to overcome communication problems, and how to use active listening. This course helps to prepare learners interested in the Customer Service Representative (CSR) certification, which is targeted at individuals wishing to qualify to work in a customer support center or help desk environment.
Communication Skills	Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to effectively communicate, the Customer Service Representative (CSR) must understand how to adapt to these different styles and emotions before the customer's problems can be dealt with. This course explains how to adapt to the different communication types and identifies the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents. This course helps to prepare learners interested in the CSR Certification, which is targeted to individuals wishing to qualify to work in a customer support center or help desk environment.
Conflict, Stress, and Time Management	Each customer wants her problem to be the most important problem to the Customer Service Representative (CSR). For the CSR, adapting to each customer's communication style, understanding each customer's emotional response, and solving each customer's problem can be an enormously stressful and time-consuming process. This course is intended to show the proper methods needed to resolve conflicts, manage time, and manage stress. It also highlights the importance of a positive approach and attitude in bringing customer interactions to a satisfactory conclusion. This course helps to prepare learners interested in the Customer Service Representative (CSR) certification, which is targeted to individuals wishing to qualify to work in a Customer Support Center/help desk environment.
Customer Service Processes and Procedures	Failing to realize the importance of customer service and effective complaints handling leads to increasingly dissatisfied customers. Organizations need to be able to address the needs of customers in an effective and efficient manner. This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to provide accurate documentation, and how to handle difficult customers. This course helps to prepare learners interested in the Customer Service Representative (CSR) Certification, which is targeted to individuals wishing to qualify to work in a customer support center/help desk environment.
Quality in a Support Center	Customers who experience problems with your service represent a significant challenge to your company. If the support center is able to deal with incidents efficiently, your company can benefit enormously. Reputation and customer satisfaction can be restored and procedures can be established to recognize and prevent future incidents. This course examines the processes involved in incident management and how a support center can use them to best effect. The course introduces the concepts behind incident management, demonstrates how to deal with and close incidents correctly, and teaches how to apply Service Level Agreement terms and Quality Assurance principles. The course helps to prepare learners interested in the Customer Service Representative Certification, which is targeted at individuals wishing to qualify to work in a customer support center or help desk environment.

Support Center Tools, Technologies and Metrics	Customers contacting Support Centers expect the same level of professionalism each time they interact with a Customer Service Representative (CSR). To ensure this consistently high level of service, the CSR can draw an array of management tools and processes that both guide and measure his performance. This course is intended to demonstrate the management and measurement tools a professional CSR is expected to use when dealing with individual customers and participating in the overall operation of the Support Center. The skills and knowledge required include how to use tools associated with problem, change, knowledge, and security management. This course helps to prepare learners interested in the Customer Service Representative (CSR) Certification, which is targeted to individuals wishing to qualify to work in a customer support environment.
Dealing with Irrational Customers and Escalating Complaints	Dissatisfied customers can become irrational, irate and even abusive towards Customer Service Representatives. Organizations need to be able to address the needs of such customers in a professional, positive manner, and have processes in place so that Customer Service Representatives know how and when to escalate such a call. This course describes how to properly support an irrational customer, handle emotional and rambling customers, and how and when to escalate customer complaints. This course helps to prepare learners to work in a customer support center/help desk environment.
Environmental Management Systems (EMS)	Historically, companies have managed their own environmental challenges in response to external pressure from government agencies, environmental interest groups, and citizens focusing mainly on regulatory compliance. Today, companies recognize the importance of sound environmental management practices that result in economic gain.
In this course	learners will be introduced to the important concepts of EMS and find out how these apply to their own company's EMS.
SkillSoft Corporation is not affiliated with or sponsored by the ISO and does not have a relationship with the ISO. As such	SkillSoft is not authorized or approved to act on behalf of the ISO
Pandemic Flu (Bird Flu) Awareness	Hong Kong, 1997 â€" Outbreaks of the highly infectious H5N1 influenza (bird flu) were reported in poultry on farms and in live markets. Human infections with bird flu were also reported. Altogether, 18 humans (6 of these fatalities) were reported in the first known instance of human infection with this virus.
At this point	unless people come into direct contact with infected birds
In October 2005	the Centers for Disease Control (CDC) estimated that if pandemic flu was to hit the US
It isn't too early to start planning how you and your organization will respond to the very real threat of a bird flu pandemic. In	there could be a point when it is too late. This course is designed to increase awareness of the pandemic threat the bird flu poses and to provide information that can be used to form the basis of preparedness and prevention for your organization."
Sprains and Strains	Each year thousands of workers are injured in the workplace, costing employers billions of dollars in hidden costs. The most common of these injuries are sprains and strains. Most workplace injuries are caused by manual tasks, such as lifting or carrying loads, working in fixed positions, repetitive tasks, or using heavy, vibrating tools. Manual tasks, if not performed properly, are a leading cause of serious worker injuries such as sprains and strains, as well as permanent spinal damage, and often can debilitate workers who may need to take leave from work for extended periods. The second greatest cause of workplace injuries are slips, trips, and falls at ground level and from heights â€" such as jumping from elevated surfaces â€" which can cause lower limb and back strains. Workplace injuries can be costly to both employees and employers. In addition to being injured, employees may lose time from work, which could result in loss of or less income. And employers may experience lower productivity due to the need to replace the injured worker and train replacements. The course is designed to help you better understand the basics of sprains and strains so you will be more aware of what you are doing and how you are doing it, in an effort to prevent this type of injury from happening to you.
Defensive Driving: Truck Safety	When people think of defensive driving, they think of watching out for the other guy" or defending themselves from other drivers so they won't become involved in an accident. That's definitely important
Benzene Awareness	Benzene is a volatile chemical formed from both natural processes and human activities. Natural sources of benzene include emissions from volcanoes and forest fires. Benzene is also a natural part of crude oil, gasoline, and cigarette smoke.
Privacy and Information Security	Information about individuals is used by businesses to provide customers with a huge array of targeted goods and personalized services that consumers have come to expect. If it lands in the wrong hands, this same information can result in harm to the very individuals it was meant to serve. The protection of an individual's personal information has business implications that extend beyond the privacy of any one individual. Private information relative to certain businesses and industries is protected by various laws. For example the Health Insurance Portability and Accountability Act (HIPAA) laws protect private medical information. Many states have enacted their own laws, and the federal government is regulated by the Privacy Act of 1974. Legislatures are increasingly responding to calls for greater protection of private information, and stories of improper disclosures of large volumes of private information receive prominent media attention. At present, there is no broad, general federal law protecting the privacy of customer information; most protections are aimed at particular types of information (such as medical or student records, for example) or particular types of businesses (such as medical providers, banks, and financial services businesses, for example). Customers and consumers expect their information to be protected and businesses that recognize the need to make privacy part of their business strategy, are ahead of the game. Many companies have gone to great lengths to protect information using technological advances. However, the ability of a business to protect private information it collects as part of its business is only as strong as its weakest link â€" the human factor â€" something that technology just can't overcome. This course is aimed at helping individuals who work with private information understand the ways that this information can be disclosed inadvertently. It will ensure that private information doesn't fall into the
Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring	SkillSoft Mentors are available to help students with their studies for exam 70-640 TS: Windows Server 2008 Active Directory, Configuring. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring	SkillSoft Mentors are available to help students with their studies for exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Mentoring 70-646 PRO: Windows Server 2008, Server Administrator	SkillSoft Mentors are available to help students with their studies for exam 70-646 PRO: Windows Server 2008, Server Administrator. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Lean and Six Sigma	Six Sigma is a data-driven improvement philosophy that views all activities within an organization as processes whose inputs can be controlled to effect significant improvements in process outputs. Six Sigma uses a rigorous and systematic methodology known as DMAIC (define, measure, analyze, improve, and control) and a number of qualitative and quantitative tools for driving process, product, and service improvements aimed at reducing defects and variation. Lean is also an improvement methodology, but with a different focus, aiming to enhance process flow, reduce cycle time, and eliminate waste.
Six Sigma Projects and the Black Belt Role	Six Sigma deployments demand major investments of time, effort, and money on behalf of an organization. Organizations need to exercise due diligence to determine if Six Sigma is the appropriate approach to employ, or if a less demanding quality and process improvement approach is better suited to meeting their needs. Success of these improvement projects largely depends upon the Six Sigma teams that understand the project goals. Six Sigma Black Belts lead these teams and must have the qualities and qualifications required to deliver the expected results.
Six Sigma Leadership and Change Management	The enterprise leaders in an organization play the most critical role in Six Sigma success. These leaders affect the deployment of Six Sigma in terms of providing resources, removing roadblocks, managing change, and communicating Six Sigma vision to all organizational members. Though Black Belts are not necessarily a part of the enterprise leadership, knowledge about leadership roles and perspectives helps Black Belts perform their own roles as Six Sigma leaders, and also in their regular interaction with these leaders.
Critical Requirements and Benchmarking for Six Sigma	The success of Six Sigma deployment in an organization largely depends on the success of individual Six Sigma projects. Organizational stakeholders, including customers, suppliers, and employees, have a strong influence on the implementation of Six Sigma projects. In turn, these projects impact the organizational stakeholders by throwing many opportunities and challenges before them. It is imperative that Six Sigma leaders determine the critical quality, cost, process, and delivery requirements from customers and the organization, and then align projects with these requirements. Benchmarking is used in Six Sigma projects to set measurement goals for the critical requirements against world-class and competitive reference points. Benchmarking may also be used at later stages in the projects to evaluate existing operations, compare them with best-in-class organizations, and incorporate best practices to maximize the success of improvement efforts.
Business Performance and Financial Measures in Six Sigma	Six Sigma improvement begins with assessing the current performance of an organization's processes and products, and comparing it with the desired performance. An important part of this assessment is choosing a set of measures that will provide a comprehensive picture of how the company is achieving its goals of customer satisfaction, organizational learning and improvement, internal process performance, and bottom-line financial growth. This course examines business measures in two categories: business performance measures and purely financial measures, exploring how these measures reveal the current state of the business and point to gains achievable through Six Sigma.
Managing Six Sigma Team Performance	Six Sigma Black Belts have the challenging task of managing the full spectrum of personal dynamics that characterize project teams. Each team member provides the team with unique strengths and weaknesses, and combining individuals into a team produces varied results. Besides providing the basic tools and structure for smooth team operation, and maintaining the integrity of the project schedule by managing limited team time, Black Belts require the skills to minimize maladaptive team behaviors and optimize positive ones. Black Belts must therefore be aware of the challenges of team dynamics and facilitate methods that resolve any conflicts that arise
Developing Project Charters and Tracking Six Sigma Projects	A project charter is the most important document used to initiate and manage a Six Sigma project, and it is treated as an informal contract between an organization and the Six Sigma team. The project charter articulates the problem that the Six Sigma team is going to work on, and the project's scope, goals, and objectives in very clear, specific, and measurable terms. As part of the process of developing a project charter, some performance measures such as cost, revenue, and schedule are identified and developed. Once the project is kicked off, its progress is measured and tracked on a continuous basis using popular project management tools, such as schedules, Gantt charts, and tollgate reviews.This course deals with the key issues in developing project charters and tracking a Six Sigma project. It takes you through some of the key elements of a Six Sigma project charter, including the problem statement and the project's scope, goals, and objectives. It also explains project performance measures and how to review the performance of a Six Sigma project using these measures. In addition, the course introduces common tools for tracking a project's progress and deliverables. This course is aligned with the ASQ Certified Six Sigma Black Belt certification exam and is designed to assist learners as part of their exam preparation. It builds on foundational knowledge that is taught in SkillSoft's ASQ-aligned Green Belt curriculum.
Data Collection and Measurement in Six Sigma	An organization's success depends upon how it delivers on its processes. Before Black Belts can begin to improve an organization's processes, they must measure those processes with the appropriate data. The crucial steps of data collection and measurement precede process improvement in any Six Sigma initiative. Successful data collection starts with careful planning; a knowledge of various data types, sampling strategies, and measurement methods; and an ongoing awareness of best practices for ensuring data accuracy and integrity. Only reliable and suitable data will yield dependable analyses that translate into desired process improvements. As Six Sigma team leaders, Black Belts will help to oversee careful data collection efforts during the Measure phase of the Six Sigma DMAIC process. They will determine what should be measured, how data should be collected, and what tools can be employed to gather data as the basis for further improvements.
Basic Statistics and Graphical Methods for Six Sigma	Organizations must ensure that their processes and products are extremely consistent, as variations can lead to rejected orders, lower revenues, and eventually, financial disaster. Basic statistics can provide Black Belts with the tools to summarize and assess collected data in a meaningful way. Black Belts can use descriptive (enumerative) statistics to tabulate and graphically represent sample data through a number of informative charts and diagrams. Using analytical (inferential) statistics, supported by the central limit theorem, Black Belts can confidently make inferences about the larger population based on their sample data, and can test the statistical validity of their inferences. Thus, basic statistics can provide an organization with a view of its performance in graphical format, and the tools for reaching valid conclusions regarding its processes and products.
Correlation and Regression Analysis in Six Sigma	As a Six Sigma team moves into the Analyze stage of the DMAIC process, it looks more closely at the variables and variable interrelationships identified during the Measure stage. As part of the analysis, a scatter diagram of dependent and independent variables is drawn to visualize the form, strength, and direction of their relationships. By determining their correlation coefficient, a linear relationship can be quantified and identified as positive, negative, or neutral. Then, using regression analysis, a model is developed to describe the relationship as a linear equation and then used for predictions and estimations. However, it is essential to analyze the uncertainty in the estimate, to test that the relationship between variables is statistically significant, and that the model is valid.
Common Design for Six Sigma Methodologies, Design for X, and Robust Design	Design for Six Sigma (DFSS) is the methodology associated with the design of a process, product, or service, which results in Six Sigma output that satisfies both the external customer and internal business requirements. DFSS is an innovative strategy for the design or redesign of a process, product, or service from the ground up. This course examines several of the common methodologies utilized in Design for Six Sigma (DFSS), beginning with the two common counterparts to the DMAIC methodology: DMADV and DMADOV. Design for X is emerging as an important knowledge-based multifunctional approach to design that is aimed at particular prioritized process constraints, such as cost, manufacturability, testability, or maintainability. This course explores several constraints in more detail, offering strategies for achieving designs concentrated on the chosen criteria. Another recently developed approach, robust design, uses parameter and tolerance control to produce designs which will be reliable during manufacturing and while in use. This course will address the basic aims of parameter control, tolerance design, and statistical tolerancing. This course is aligned with the ASQ Certified Six Sigma Black Belt certification exam and is designed to assist learners as part of their exam preparation. It builds on foundational knowledge that is taught in SkillSoft's ASQ-aligned Green Belt curriculum.
Working for Your Inner Boss: Personal Accountability	Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.
Managing from Within: Self-empowerment	Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. Self-empowerment is the process of taking responsibility for your attitudes, behaviors, and actions at work to maximize your effectiveness. As an empowered employee, you will be driven by ownership, initiative, and performance.

Course	Description
Goals and Setting Goals	Most achievements, great or small, begin with an important first step: setting a goal. A clearly defined, attainable goal embodies a vision of what is possible. It's a guide star for those who navigate a course through obstacles to a desired accomplishment. However, the process of setting appropriate goals is often oversimplified or overlooked entirely. A well-constructed goal is challenging, yet achievable. It takes into account the abilities and resources available and requires the goal seeker to make the best use of both. In this course, you'll examine the types of goals you can use to advance your career and personal life, learn to construct goals that are both challenging and achievable, discover how to embed the seeds of success within your goals, and explore ways to align your goals with your own priorities and the priorities of others who influence the way you use your time.
Creating a Positive Attitude	Oftentimes your success or failure depends not only on the situation you are in, but how you react to that situation. Your reaction to the situations you encounter is significantly influenced by your attitude. Having a positive attitude involves looking for the best in a situation, being realistic about possibilities and consequences, and having the courage to believe that you can succeed. It isn't always easy to be positive. You may feel that the odds are stacked against you, or you may find it hard to cope with the difficult and challenging situations that you find yourself in. Taking action to develop a positive attitude involves examining how you perceive your situation, and how you deal with your perception of the situation. This course will show you that it is possible to change your perspective from negative to positive, and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success.
Pursuing Successful Lifelong Learning	Today's successful individual understands that the business world is constantly changing the way people work and the way work is accomplished. How often have you heard these terms: lifelong learning, self-directed learning, continuous learning, and knowledge worker? If you wonder what these terms really mean, why they are important, and how you rate as a worker and learner for the 21st century, then this course is for you. Find out how lifelong learning strategies can enable you to develop your work skills and to manage your professional development. Don't wait until your supervisor initiates what you need to learn. It's time to take ownership of your learning needs based on your expectations and your own terms. In this course, you will identify your learning needs and learn how to establish learning objectives, determine learning resources, and evaluate outcomes.
Doing Business Professionally Simulation	Everyday business activities require a determined effort to fulfill. Schedules must be kept; deadlines must be met. To ensure productivity remains on target, business professionals must possess refined skills in setting priorities, managing daily tasks, and maintaining personal accountability.The Doing Business Professionally Simulation is designed to enable participants to develop the skills necessary for increasing personal accountability and business professionalism. Over the course of the simulation, participants will practice personal development skills, encompassing the objectives of taking initiative, collaborating on goals, aligning priorities and goals, demonstrating a positive attitude, reacting positively to criticism and feedback, and being assertive.The Doing Business Professionally Simulation comprises two scenarios and is based on the SkillSoft series Doing Business Professionally." Throughout the simulation.
Fundamentals of Software Testing	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus").Â The authors
Configuration Management, Risks, and Incidents in Software Testing	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
The Active Directory Infrastructure in Windows Server 2008	Windows Server 2008 is the most recent server operating system released from Microsoft. With new roles specific to Active Directory, along with notable improvements in security, networking, and performance, Windows Server 2008 is designed to increase reliability and flexibility to any server infrastructure. Read-only domain controllers are introduced and described in this course, with demonstrations on how they can help improve security, generate faster logon times, and create more efficient resource access. Aligning with Microsoft exam 70-640 objectives: TS: Windows Server 2008 Active Directory, Configuring, this course will also cover many of the different types of installations, as well as new deployment features and migration options. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator certifications, since both MCITPs are certifications that require more than one exam.
Additional Active Directory Server Roles in Windows Server 2008	Windows Server 2008 includes several new Active Directory Domain Services roles. These roles are conveniently managed in the Server Manager console, which allows administrators to add, remove, and manage the server roles on any Windows Server 2008 server. This course covers new active directory server roles, such as the Active Directory Federation and Active Directory Rights Management roles, which enhance an organization's ability to safeguard domain resources, extend external network access, and facilitate the use of a single sign-on solution. This course also describes enhancements to Active Directory Certificate Services, which include new Enrollment Agent Templates, Online Responders, and a new enterprise PKI management tool, and is one in a series that covers the objectives for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator certifications, since both MCITPs are certifications that require more than one exam.
Active Directory Objects in Windows Server 2008	Windows Server 2008 includes several new and improved Active Directory features. The most notable change is the renaming of Active Directory Services to Active Directory Domain Services. Further administration and security enhancements make Windows Server 2008 the most complete out of the box version to date. This course explores new account policy and fine-grain password policy features, along with improvements to common Active Directory administration, such as group membership, delegation, and importing data. Mapping to objectives set forth by Microsoft, this course is in a series that prepares learners for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator certifications, since both MCITPs are certifications that require more than one exam.
Group Policy Objects Strategy in Windows Server 2008	New Group Policy features in Windows Server 2008 allow for improved centralized management and configuration of computers in an Active Directory (AD) environment. Group Policy Management Console (GPMC) version 2 is a built-in feature in Windows Server 2008 and includes new templates, new import and export options, and a new Starter Group Policy Object (GPO) container that can be used to store a collection of administrative settings to create a baseline object for future group policy object creation. This course explores group policy deployment along with policy auditing, inheritance, and delegation, and is one in a series that covers the objectives for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Configuring DNS in Windows Server 2008	The Domain Naming System (DNS) is one of the most enhanced features in Windows Server 2008. With full support for the new, longer addresses of the IP version 6 protocol specification, along with continued support for the native IP version 4 specification, DNS in Windows Server 2008 is tailored to organizations of all sizes. New DNS support for Read-Only Domain Controllers provides primary read-only zones that add security and increase network efficiency. This course explores configuring DNS in Windows Server 2008, including Global single names, DNS Lookup features and DNS Zones. The course is one in a series that covers the objectives for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Active Directory Certificate Services in Windows Server 2008	Windows Server 2008 introduces many new enhancements to the already popular certificate management service. This course covers Certificate Services in Windows Server 2008, which can be used to employ cost effective public key technologies into your organization, allowing for secure and efficient communication within your network. It describes new support features that allow network devices such as routers and switches to obtain certificates, and a new console snap-in that allows you to view the health status of distributed enterprise certificates authorities on a network. This course also examines the new Enrollment Agent Templates, the addition of Online Responders, and the key new features that improve overall enrollment capabilities. Aligning with the most current 70-640: TS: Windows Server 2008 Active Directory, Configuring exam objectives, this course is one in a series that prepares the learners for the latest Windows Server certification exam release. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator certifications, since both MCITPs are certifications that require more than one exam.
Communications and Security in Windows Server 2008	Windows Server 2008 introduces Read-Only Domain Controllers (RODCs) which can be deployed by organizations in locations where physical security may be an issue. A RODC will improve security, provide faster login times and more efficient access to network resources, especially over a WAN. This course discusses various policies, such as Group Policies, Default Domain Security Policies, Account Policies, and Password Policies, that are used to implement security in your organization. It also explains how organizational units can be used to apply the Group Policy settings to a specific subset of computers or users, and how Internet Protocol Security (IPSec) can be used to secure Active Directory communications. The course is one in a series that covers the objectives for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Monitoring, Backups, and Recovery in Windows Server 2008	Windows Server 2008 provides the ability to restart Active Directory Domain Services (AD DS) so that offline operations, such as offline defragmentation of Active Directory objects, can be performed. This decreases the time it takes to perform these types of operations and provides resource management benefits for AD DS administrators, AD DS management teams, and security update planners. The AD provides various tools that help manage and control Windows Server 2008. This course discusses the use of Network Monitor, Task Manager, Event Viewer, Windows System Resource Manager, and the Resultant Set of Policy (RSoP), and demonstrates monitoring Active Directory. It also explores offline maintenance and the configuration of backup and recovery strategies including the use of Directory Services Recovery Mode (DSRM) to perform an authoritative or non-authoritative Active Directory restore. The course is one in a series that covers the objectives for Microsoft exam 70-640: TS: Windows Server 2008 Active Directory, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Active Directory, Configuration certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Deploying Windows Server 2008 Servers	Windows Server 2008 is the most recent server operating system released from Microsoft. Windows Server 2008 introduces a new updated and redesigned deployment service, formerly known as Remote Installation Services. Windows Deployment Services (WDS) enables the remote deployment of Windows operating systems, such as Windows Vista and Windows XP. The Key Management Service (KMS) in Windows Server 2008 simplifies client activation and eliminates the need to perform manual activations on each client. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator
Configuring Windows Server 2008 Availability	Windows Server 2008, the most recent Operating System from Microsoft, includes many new functionality and security enhancements. New Failover Clustering and Network Load Balancing technologies are introduced in Windows Server 2008, ensuring critical systems stay interruption free on both Enterprise servers and Server Core installations. This course explains these clustering and load balancing technologies, and also explores the implementation of RAID technologies included in Windows Server 2008, along with improved storage technologies such as Network Attached Storage, and Fiber Channel Storage Area Networks. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Configure Terminal Services in Windows 2008	Windows Server 2008, the most complete server release to date, includes many new features and functionalities. New Terminal Services features in Windows Server 2008 enable users to remotely access Windows-based programs that are installed on a terminal server either by corporate network or via the Internet. Terminal Services enables applications to be installed and deployed from a central location, allowing for easier application upgrades and maintenance. New Terminal Services licensing requirements, along with the use of Terminal Services profiles, ensures successful client connections and consistent working environments for each terminal server session. This course examines the Terminal Services management utilities, remote desktop permissions, and Terminal Services group policy options designed to ease administration. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Terminal Services Resource Access in Windows 2008	The Terminal Services feature included in Windows Server 2008 enables users to remotely access Windows based programs, installed on a terminal server, by using the Internet or from their own corporate network. New Terminal Server role services allow for greater security, flexibility, and productivity. New features such as Terminal Services RemoteApp and Terminal Services Web Access provide users with the ability to access RemoteApp programs and Remote Desktop connections from a Web browser. This course covers Terminal Services resourcing and application logging, along with new Terminal Services load balancing features available in Windows Server 2008. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.

Course	Description
Configuring Windows Server Hyper-V and Virtual Machines	New functionality and security enhancements make Windows Server 2008 the most complete Microsoft server release to date. New Virtualization technologies reduce the requirement of physical machines on a network, allowing for reduced costs, ease of administration, and a more dynamic infrastructure. With the introduction of Windows Server 2008 Hyper-V, organizations can take advantage Network Load Balancing features, a testing and development platform, and disaster recovery options enabled by Hyper-V. This course covers the Hyper-V MMC Snap-in, along with the configuration and management basics required to implement the Hyper-V role into a new or existing infrastructure. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator
Configuring Web Services and Security in Windows Server 2008	Windows Server 2008 is considered to be the most complete Microsoft server operating system released to date. Windows Server 2008, along with Internet Information Services 7.0, provides an easy-to-manage platform to securely host web applications and services from within an organization. This course explores creating and managing web applications using IIS 7.0 and configuring the Secure Socket Layer protocol. Configuring, importing, and exporting certificates is also discussed. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Managing IIS in Windows Server 2008	Windows Server 2008 introduces many new enhancements to Internet Information Services (IIS). New capabilities provide a secure and manageable platform for developing and hosting web applications and services on a network. This course covers IIS migrations, creating and managing new web sites, and configuring virtual directories and virtual directory permissions. Routine maintenance tasks such as backing IIS and monitoring daily activity are also covered. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure Configuration certification and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Configuring Web Service Protocols in Windows Server 2008	Windows Server 2008 and IIS 7.0 enable users to upload and download files and to send e-mail via the company web server. These features are made possible by two optional components in Windows Server 2008; the FTP service and the SMTP service. This course covers the configuration of both services, the benefits and requirements of each, along with important security and authentication configurations that ensure a level of security to meet your company standards. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Configuring Network Application Services in Windows Server 2008	Windows Server 2008 includes new components to facilitate the processes of hosting, licensing, and delivering audio and video media. This course covers the new Digital Rights Management features that let you assign policies based on who is accessing your media, along with new SharePoint services that allow for the collaboration and content management of your business content, processes and goals. SharePoint e-mail features along with maintenance tasks, such as backups and restores, are also covered. This course is one in a series that covers the objectives for Microsoft exam 70-643: Windows Server 2008 Applications Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Applications Infrastructure, Configuration certification, and counts as credit towards the following exams: Microsoft Certified IT Professional (MCITP): Enterprise Administrator.
Configure IP Addressing and Windows Services in Windows Server 2008	Internet Protocol Version 4, or IPv4, is the current, widely-deployed version of the Internet Protocol and is slowly running out of addresses to assign. Its successor, IPv6, allows greater flexibility in assigning IP addresses due to a deeper address space. Windows Server 2008 installs and enables IPv6 by default, allowing Windows 2008 DHCP by way of DHCPv6. This course provides an overview of networks, hosts, subnet masks, and how subnetting plays a role in efficient network management. It explores some of the more advanced points of network management including IPv4 and IPv6 addresses, static and dynamic DHCP, and the configuration of various DHCP options. This course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Configure, Manage, and Maintain IP Services in Windows Server 2008	Routing services and protocols are vital for maintaining secure and efficient communication in a network infrastructure. Windows Server 2008 provides key services including routing, remote access, and support for TCP/IP and security protocols. Windows Server 2008 can act as a router providing static IPv4 and IPv6 routing to remote networks and can provide dynamic routing through the support of routing protocols such as Routing Information Protocol (RIP). Another key IP service is the IP security protocol (IPSec), which offers essential security capabilities in Windows Server 2008 by providing improved authentication and cryptographic support, and by being closely integrated with the Windows Firewall and Advanced Security feature, Network Access Protection, and Active Directory Group Policy. This course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Name Resolution in Windows Server 2008	The Domain Name System (DNS) is a central network infrastructure service and continues to provide enhanced features in Windows Server 2008. With full support for the new, longer addresses of the IP version 6 protocol specification, along with continued support for the native IP version 4 specification, DNS in Windows Server 2008 is tailored to organizations of all sizes. This course explores the Windows Server 2008 DNS Server Role, its configuration, and the administration of DNS using the Server Core installation. It also explores special DNS setups using forwarding servers, conditional forwarding, root hints, and cache-only servers. Also covered is the use of other types of name resolution techniques including WINS, LMHOSTS, and HOSTS files, and the configuration steps necessary to set up clients to use DNS or WINS name resolution. The course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator.
DNS Zones and Replication in Windows Server 2008	The DNS namespace is subdivided into different DNS zones, which are hosted by a specific authoritative server or group of servers. Zones define the DNS namespace for authoritative servers that resolve client queries. This course explores DNS zone and replication in Windows Server 2008, including stub zones and their use in Microsoft DNS. It also discusses how Primary and Secondary servers of a DNS zone must perform zone transfers to ensure each server has an up-to-date DNS database. In addition, the course describes how Active Directory-integrated DNS zones store their data in the Active Directory application partition, and rely on the AD replication process to update the appropriate servers with zone data. This course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator.
Configure Network Access in Windows Server 2008	Routing and Remote Access Services in Windows Server 2008 provide remote access to clients through dial-up services and virtual private network (VPN) configuration. Remote and mobile users are continuing to increase in numbers with the wide availability of high-speed and wireless Internet access. This course discusses how Windows Server 2008 provides those clients with VPN access, offering support for security mechanisms including a range of tunneling techniques, network and wireless authentication protocols, and access control using the Network Policy Server (NPS). It also reviews the continued support for the Internet Connection Sharing feature and highlights the Connection Manager tools provided to help set up and manage remote connections. This course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Network Access Security in Windows Server 2008	Windows Server 2008 provides new services and capabilities for controlling and securing network access. This course discusses the new Network Access Protection application programming interface (API) and how it restricts network clients based on policies and enforces a minimum state of system health. It also introduces the Network Policy Server (NPS), which is responsible for managing and enforcing these policies and connection requirements. It outlines the NPS components involved in the Network Access Protection API, the range of health and network policies available, and the NPS's ability to enforce restrictions on other network services including DHCP, VPN, IPsec, and 802.1X. This course also provides a look at the latest improvements to the Windows Firewall providing advanced security through the use of granular inbound and outbound rules, connection security rules, the use of firewall profiles, and the ability to monitor the configuration.
Configure File and Print Services in Windows Server 2008	The most basic goal of a network infrastructure is to provide the ability to make file and printer services available to network users, and Windows Server 2008 continues to improve the provisioning and management of these types of resources. In this course we discuss file share features including Public Folder Sharing, Client Side Caching of offline files, and network printing resources. The course also explores management features such as disk quotas and file screening, reviews the use of the Distributed File System, and outlines the use of Windows Server Backup for data backup and restoration.
Monitor Network Infrastructure in Windows Server 2008	With the wide array of server roles and services provided in Windows Server 2008, it is more important than ever to adequately fine-tune and monitor the server's configuration and performance. Windows Server 2003 administrators will be familiar with many of the tools included in Windows Server 2008 but will find some key improvements. This course provides a look at the Windows Server Update Services (WSUS) function that has been updated to interoperate with Windows Server 2008, allowing it to act as an update server for network clients. The course also describes the new Windows Reliability and Performance Monitor tool, and the role of data collector sets and reports in monitoring your server. Also covered is the improved Event Viewer, which offers a great new interface, new Applications and Services Logs, and the ability to create custom views based on other event logs. This course is one in a series that covers the objectives for Microsoft exam 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring. Passing this exam completes the requirements for the MCTS: Windows Server 2008 Network Infrastructure, Configuring certification, and counts as credit towards the following certifications: Microsoft Certified IT Professional (MCITP): Enterprise Administrator, and the Microsoft Certified IT Professional (MCITP): Server Administrator, since both MCITPs are certifications that require more than one exam.
Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008	Enterprise administrators are involved in various aspects of infrastructure design. One of these areas includes planning the IP addressing scheme and name resolution strategy. This course covers the key IPv4 and IPv6 characteristics, advantages, and drawbacks, so that administrators are able to plan an appropriate addressing approach. The course outlines the IPv4 and IPv6 technologies needed for IP version coexistence and eventual migration to IPv6 addressing. The course also examines the key characteristics of the DNS server role, namespace design, and zone design that the enterprise administrator should consider in their plan and to determine what backward compatibility must be provided. The course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Network Access in Microsoft Windows Server 2008	When planning the enterprise infrastructure, it is important to consider the needs of external users and clients to access the corporate domain, resources, and services. This course outlines the key technologies to consider when designing the external network access strategy. Included is a look at the remote access abilities provided by Windows Server 2008's Network Policy and Access Services role, which consist of the Routing and Remote Access, Network Policy Server, and Network Access Protection role services. The course discusses recommendations for Virtual Private Network (VPN) connections, such as authentication protocols, tunnel types, and authorization mechanisms. The course also outlines considerations for server or domain isolation and the design of a perimeter network, including the role of the ISA Server in providing secure access to Web server resources and internal network services, such as e-mail and domain name resolution. This course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Application Access and Delivery in Microsoft Windows Server 2008	One of the administrative tasks to consider when making network design and infrastructure plans is the business's requirements for application availability, deployment, and management. This can involve the need to make desktop environments or individual applications available to remote users or clients, deciding on the method to use for distribution of application packages, or determining the need for and type of an application management product to implement. This course covers the Windows Server 2008 Terminal Services role that offers remote desktop and application access, including the capabilities provided by TS Licensing, TS RemoteApp, TS Web Access, TS Gateway, and TS Session Broker role services. It also covers options for deploying application packages to users or computers through AD DS Group Policy and a look at management using specialized System Center products such as System Center Configuration Manager 2007 and System Center Essentials 2007. The course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Server and Application Virtualization in Microsoft Windows Server 2008	Enterprise Administrators must be knowledgeable about the features and benefits virtualization technologies have to offer and how these technologies can help them reduce costs and administrative resources. This course covers key virtualization techniques that can be implemented in the enterprise infrastructure, concentrating on server and application virtualization. This includes virtual server consolidation using Windows Server 2008 Hyper-V functionality, as well as the management products available to configure the virtual servers and centrally manage their performance. The course also provides a look at application virtualization solutions provided by Windows Server 2008, including an overview of the Microsoft SoftGrid Application Virtualization Platform and how it is used to provide a virtual deployment of applications in your enterprise. The course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Designing the Active Directory Infrastructure in Microsoft Windows Server 2008	The enterprise administrator involved in the design or restructuring of a Windows Server 2008 Active Directory infrastructure must have a good understanding of the Active Directory Directory Services (AD DS) â€" both the logical and physical components. This course covers the key logical AD DS design considerations, including the characteristics and number of forests and domains to implement, the choice of functional levels to configure, updating the Active Directory schema, and the options for establishing trust between multiple forests. It also outlines guidelines for designing the site topology composed of Active Directory site, site link, and site link bridge objects, as well as recommendations for the optimal placement of domain controllers and server roles in the enterprise infrastructure. This course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Active Directory Administration in Microsoft Windows Server 2008	Planning and implementing an enterprise administrative structure and an enterprise Group Policy strategy are tasks that are of utmost importance to an Enterprise Administrator. Designing the Active Directory Domain Services (AD DS) administrative model involves creating the organizational structure, delegating administration, using compliance auditing, and using security groups to implement group strategy and to simplify group administration. This course explains the use of directory object auditing and covers the various tasks involved in designing a proper AD DS administrative model based on the specific business requirements of an organization. This course also describes the planning of the Group Policy strategy and provides an explanation of Group Policy and its various components, including the Group Policy Management Console (GPMC), Group Policy Preferences, starter GPOs, administrative templates, and scope filtering options. The implementation of a Group Policy hierarchy, which involves linking GPOs, Group Policy processing order, and using the Resultant Set of Policy (RSoP) are also demonstrated in this course.

Course	Description
Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008	Many design projects facing an enterprise administrator involve an existing server and network services infrastructure, which need to be evaluated to determine the best options for upgrade or migration. Another common design challenge is the addition of fully functional branch offices, which should be planned carefully to ensure proper Active Directory and network services, while maintaining the necessary level of security. This course explores the considerations and tasks administrators must grasp before embarking on an Active Directory restructure, whether it involves an in-place upgrade to Windows Server 2008 server and functional level, or the addition of new Windows Server 2008 servers and the migration of Active Directory objects using the Active Directory Migration Tool (ADMT). When administrators restructure an enterprise, they must also consider servers, client operating systems, non-Windows services, and applications that may no longer function properly in a Windows Server 2008 environment. The course outlines these concepts, and also delves into information about branch offices including domain controller or Read-only Domain Controller configuration, protecting the physical security of your server, and recommendations for optimizing name resolution services for clients.
The Certificate Services Infrastructure in Microsoft Windows Server 2008	Design projects involving the addition or migration of a Public Key Infrastructure (PKI) and Windows Server 2008 Active Directory Certificate Services (AD CS) can be very challenging for the enterprise administrator and IT support team. A lot of effort is required to evaluate the requirements and policies of the business, as well as plan the most secure and suitable Certification Authority structure and certificate management approach. This course explores the function, components, and design considerations that need to be understood to be able to plan the implementation of Windows Server 2008 AD CS as part of a PKI. It demonstrates the use and maintenance of certificates, and covers the types and hierarchy of Certificate Authorities (CAs) that can be configured. The course also describes key features offered by Windows Server 2008 AD CS that may be deciding factors in a business's decision to migrate or upgrade to AD CS, including Cryptography Next Generation, Web Enrollment, Online Certificate Status Protocol Support, and Network Device Enrollment Services.
Software Updates and Compliance Management in Microsoft Windows Server 2008	One aspect that should not be overlooked when planning an infrastructure is the requirement for patch management and system compliance. Enterprise administrators must be aware of the approaches and tools that are available to them before recommending a software update plan. They also have to understand those tools before designing a strategy for software and system configuration compliance. This course examines the importance of patch management and the use of Windows-incorporated tools, such as Windows Update and Microsoft Update, in keeping client system operating systems and software up to date. Also showcased is Microsoft's Windows Server Update Services product, which enterprise administrators may recommend for the large scale, centralized update management approach required by enterprise networks. The course also addresses the need for enforcing and auditing system configuration and software compliance based on company policies. It covers auditing methods, such as the use of baselines and Microsoft Baseline Security Analyzer (MBSA), and the use of the GPOAccelerator Tool to ensure enforcement of Group Policy settings, as well as an advanced range of software update and configuration compliance features provided by Microsoft's System Center product series. This course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Designing Data Security and High Availability in Microsoft Windows Server 2008	Enterprise administrators should understand the Windows Server 2008 features that they can implement to increase system and data availability. This course explores features that help secure systems and resources, including the ability to use Group Policy to control the use of removable USB media, and the implementation of BitLocker Drive Encryption. Administrators should also consider the use of Active Directory Rights Management Services or the implementation of Encrypting File System to protect file resources. The course describes technologies that make resources more accessible to both internal and external users through the capabilities provided by Microsoft SharePoint technologies and the Distributed File System. It addresses the built-in options for recovery and redundancy, including a look at the new Windows Server Backup utility in recovering directory services, full servers, or individual objects. It also describes how Network Load Balancing and Failover Clustering features increase service availability. This course covers the objectives for Microsoft exam 70-647 PRO: Windows Server 2008, Enterprise Administrator. Passing the prerequisite MCTS exams and this Professional Series exam completes the requirements for the MCITP: Enterprise Administrator certification.
Planning Windows Server 2008 Deployment	Windows Server 2008 includes a number of enhancements to the standard Windows deployment model. This course covers deployment options, BitLocker drive encryption, and network configuration considerations including DNS and IPv6. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Planning Active Directory and Group Policy for Windows Server 2008	Windows Server 2008 includes many enhancements to Active Directory and Group Policy. This course covers new AD roles, such as RODC, new AD functional levels, new Group Policy features, and ADMX files. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Windows Server 2008 Management and Delegation	Many new features have been introduced with Windows Server 2008 that make managing servers easier. The new Server Manager is an MMC console that integrates several management tools into a single intuitive interface and Windows PowerShell is a new command-line tool that helps you automate system administration. This course discusses system administration with Server Manager and PowerShell as well as system optimization using Event Viewer. Also covered are strategies for delegating authority across an enterprise.
Managing File Servers and Data Provisioning in Windows Server 2008	Using Windows Server 2008, you have the ability to share files and folders immediately after deployment without any special configuration. However, to optimize sharing and access more granular file sharing tools, the File Services role should be added. This course discusses planning for and managing servers with the File Services and Print Services role added. Also discussed are planning and deployment considerations for the Distributed File System (DFS), as well as DFS Replication.
Windows Server 2008 Application Server Management and Application Provisioning	Windows Server 2008 builds on previous Windows Server Terminal Services capability and adds an all new and powerful virtualization hypervisor layer – Hyper-V. This course covers Terminal Services Web Access, RemoteApp, Gateway, Session Broker, and Licensing. This course also covers Hyper-V implementation and deployment. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Windows Server 2008 Application Servers and Services	The Windows Server 2008 Application Server role provides an environment for deploying and running server based applications. This course covers installation and configuration of the Application Server role and Microsoft System Center family of products – formerly known as Systems Management Server. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Patch Management and Securing and Monitoring Servers in Windows Server 2008	Developing an effective patch management strategy is critical in situations where there are many different operating systems with varying update requirements. This, along with monitoring the security and performance of business-critical servers, is the key to running an efficient Windows 2008 environment. This course discusses planning patch management strategies using Windows Server Update Services as well as monitoring the performance and security of servers using the Reliability and Performance Monitor tool and Windows System Resource Manager. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Certificate Services, SANs, and High Availability in Windows Server 2008	Active Directory Certificate Services is a built-in Certificate Authority that is included with Windows Server 2008. Certificate Authorities are responsible for issuing certificates that validate the identity of users and can be used to secure e-mail correspondence and for web-based authentication. This course discusses planning considerations for CA deployment as well as considerations for deploying storage area networks. High availability is another key consideration when implementing Windows Server 2008. This course covers planning for availability and scalability through the use of technologies such as Failover Clustering and Network Load Balancing. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Accessing Windows Networks Remotely in Windows Server 2008	One of the toughest challenges for a Network Administrator is protecting the network while accommodating a growing number of users that require remote access network connections. Windows Server 2008 provides numerous methods of connecting to remote networks as well as features used to keep networks secure. Discussed in this course are different types of remote access connectivity, along with the tunneling and authentication protocols available to secure these connections. This course explores planning Network Policy Servers, in addition to Network Access Protection which is used to enforce health policies on clients attempting to access the network. The course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Windows Server 2008 Backup and Recovery	Backing up and recovering data are two of the most important tasks that an administrator performs. A proper backup and recovery plan will ensure that data is not lost in the event of a system failure and applications and services will remain available. In this course you will learn how to back up files, folders, Active Directory, and other services using the Windows Server 2008 backup utility. Configuring Shadow Copies for shared folders is also discussed along with the recovery procedures for bringing data and services back online. This course is one in a series that covers the objectives for Microsoft exam 70-646 PRO: Windows Server 2008, Server Administration. Passing this exam completes the requirements for the MCITPro: Server Administrator certification.
Attending a Microsoft Office 2007 Live Meeting	Microsoft Office Live Meeting 2007 is designed to deliver efficient web-based communication and collaboration. Live Meeting 2007 enables participants in a meeting, who may be widely dispersed, to conduct the meeting as if everyone were in the same room. It does this by enabling participants to use webcams and headsets to communicate with each other through voice and video. Presenters can share content, such as web pages, polls, or presentations, in real time with the attendees of a meeting, and attendees can respond to the presenters and each other. This course provides a detailed overview of the benefits and features of Office Live Meeting 2007, and covers common tasks such as how attendees can join meetings and interact in them. Voice and video configuration options are also explored in this course, as well as how to record a meeting, and how to use meeting playback features.
Introduction to Industrial Hygiene	All employees should expect to work in as safe an environment as possible, whether they work in an office building, a factory, or a nuclear power plant. Since ancient times, medical professionals, social activists, and philosophers have observed and written about the various dangers associated with the work people do. In modern times, governments and industry professionals have stepped up and taken responsibility for creating legislation that protects workers from various types of hazards. The field of study that has emerged out of the need to create safe and healthy work environments is called industrial hygiene. All employees should be aware of the hazards they face, as well as steps they can take to minimize the risk of injury and disease. All supervisors should be aware of the regulations they must follow to ensure workers' exposure to dangerous chemicals and hazards is below legal limits. It is the role of the Occupational Safety and Health Administration (OSHA) to educate both workers and their supervisors in the limits OSHA has set for exposure to various workplace hazards. This course gives a general introduction to the work of the industrial hygienists. It also explains the types of hazards that workers may face, the health effects of such hazards, and measures that are taken to limit exposure.
Leadership Essentials: Building Your Influence as a Leader	Why is it so hard to get people to agree to a good idea? Why are some leaders constantly faced with challenges and objections? Reaching agreement as a leader does not mean you should manipulate or force people to accept your ideas and accomplish your objectives; there are ethical ways for leaders to successfully build influence. Leaders attempting to influence and persuade others are faced with the challenges of navigating through organizational politics. An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals.
Leadership Essentials: Communicating Vision	Today's leaders must be able to communicate a vision in such a way that the audience is engaged and everyone understands and internalizes the message. Effective leadership communication gives purpose and meaning to the work that people do. Leaders should strive to communicate vision with a sense of integrity, building trust as an individual and as a leader.
Leadership Essentials: Leading Business Execution	How many times have you and your team decided on new plans to make day-to-day processes more efficient, only to watch months slip by with those plans unexecuted? Why don't certain tasks get executed? Why do things stay the same, even when the change is critical to your team?
Leadership Essentials: Leading Innovation	Creativity and innovation are critical components of just about every organization. But innovation doesn't pertain only to new inventions, products, or reworked designs. It also involves incremental improvements to the way things are done. Knowing how to build and support an innovative culture is an important skill for any leader to master. The impetus for innovation can come from the top of the organization, and it can come from the people engaged in day-to-day production. Building an innovative culture is a responsibility for leaders and employees across organizational hierarchies.
Leadership Essentials: Leading with Emotional Intelligence	Poised, outgoing, cheerful, having empathy for others, being able to express feelings directly but appropriately, and having the capacity for developing relationships. All of these abilities distinguish individuals with high emotional intelligence. Emotional intelligence is a more reliable predictor of success than intellect! Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives.
Leadership Essentials: Motivating Employees	Imagine what your organization would be like if you and your colleagues were not motivated. Motivation is what drives people to accomplish things, whether it be small tasks or large undertakings. Without motivation, things simply would not get done. The ability to create an environment that encourages motivation takes both practice and skill as it's not a quality inherent in most people. As a leader, your capacity for motivating plays a key element in the success of your organization.
Microsoft Windows 7: First Look for IT Professionals	Windows 7 is the latest evolution in the Windows workstation product line of operating systems. Windows 7 builds on the accomplishments of Windows Vista and adds enhancements to create an increasingly easy environment to manage. This course looks at the SKUs of Windows 7 that will be available and discusses what is appropriate depending on environmental needs. This course also looks at Windows 7's compatibility with Windows Vista and the built-in driver support for Vista-capable hardware, and deployment methods and technologies such as DISM and WAIK. Windows 7 includes troubleshooting technologies such as the Action Center, Problem Steps Recorder, and Device Stage. BitLocker has been made simpler to use and AppLocker is used to control user access to applications. Remote and mobile availability under Windows 7 are also analyzed. This course will prepare IT professionals for the new environment they will manage while working with Windows 7.
Outlook Web Access 2007 Advanced Features	Outlook Web Access (OWA) 2007 offers an improved interface for accessing data, along with improvements to security that make common tasks such as accessing attachments more securely. The new WebReady Document Viewing feature allows users to view attachments as web pages, eliminating the need to have common applications such as Word or Power Point installed to view a specific attachment. LinkAccess features provide a way for users to access internal documents from outside of the company firewall while logged on to OWA. New junk mail and anti-phishing features strengthen OWA 2007, making it the most secure release of Outlook Web Access to date. This course covers the basics involved in everyday data access, along with new security features that both Administrators and Clients should be familiar with.
White-Box Software Testing Techniques	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
Black-Box Software Testing Techniques	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors

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Hosting a Microsoft Office 2007 Live Meeting	Microsoft Office Live Meeting 2007 is a conferencing software solution designed to allow for online meetings, training sessions and events. Live Meeting 2007 enables content to be created and shared between audiences using tools such as common text pages, a whiteboard, or even a poll. This course explores how to start a new meeting in Live Meeting 2007, and provides further coverage on inviting attendees, and configuring attendee permissions. New sharing and collaboration tools including the handouts and Shared Notes features in Live Meeting 2007 are also covered. The handouts feature enables a presenter to upload and make content available to participants for download. The new Shared Notes feature allows all participants to type and edit notes displayed in the Shared Notes window which can then be saved locally by all participants for future reference.
Internet Explorer 8: Advanced Features	This course discusses how you can customize Internet Explorer 8 by installing add-ons and Accelerators. These new features enable you to more quickly perform common tasks on the Internet. You can further customize Internet Explorer 8 by setting one or more web pages as your home page and customizing the browser interface. The course also covers how Internet Explorer 8 makes it easier for you to ensure your security and privacy when on the Internet through two new features – SmartScreen Filter and InPrivate. SmartScreen Filter warns you when you attempt to download a known malware file or visit a known phishing site, and helps you navigate away from these dangers. You can also use SmartScreen Filter to report suspicious sites you may find. InPrivate Browsing enables you to browse the Internet without leaving traces of the sites you've visited. And InPrivate Filtering limits the amount of information third-party sites can gather about you when you're browsing the Internet.
Internet Explorer 8: Basic Features	This course discusses the new and improved navigation features of Internet Explorer 8, including the Smart Address bar, caret browsing, and tab grouping. The search features have also been improved to make it quicker and easier for you to perform a search from the Internet Explorer 8 search box. The Favorites bar now has a wider functionality, and Internet Explorer 8 also introduces a new feature called Web Slices, which let you view snippets of sites without leaving the site you're currently on. The History feature has a wider functionality that makes it easier to manage. Internet Explorer 8 also minimizes the interruption a tab or browser crash may cause you by recovering all tabs and information that may have been entered. And Compatibility View enables you to correctly display sites built for older browsers. This course focuses on the new features of Internet Explorer 8.
Introduction to Program Management	The relationship between program and project management can be thought of in terms of climbing a ladder. Program management is the subsequent rung after project management. For example, project managers regularly balance many projects with varying deadlines and responsibilities – all at the same time. In a similar way, program managers must balance multiple programs, consisting of many different projects. When in a program management environment, there is an entirely new set of skills and knowledge a program manager must possess in order to be successful in this role.
Oracle Database 11g: Configure, Manage, and Use Services in RAC	A service is a grouping of related tasks within a database with common functionality, quality expectations, and priority relative to other services. It provides a single-system image for managing competing applications running within a single instance and across multiple instances and databases. Using standard interfaces, such as the Database Configuration Assistant, Enterprise Manager, and SRVCTL, services can be configured, administered, enabled, disabled, and measured as a single entity.
Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management	Problems that occur with Oracle RAC instances can be difficult to diagnose because they span across two or more nodes in a cluster. Oracle Database 11g provides various methods for diagnosing and debugging Oracle Clusterware and RAC components.
Oracle Database 11g: RAC Performance Tuning	Performance Tuning uses diagnostic tools to gather statistics, statistic rates, and sampled statistics in order to tune the database system to provide the best performance as efficiently as possible. Although there are specific tuning areas for Oracle Database 11g: RAC, such as instance recovery and interconnect traffic, you will get the best performance by tuning your RAC system the same as you would with a single-instance system. The same tuning tools are available for RAC as would be for a single-instance system.
Static Techniques and Test Design in Software Testing	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
TestPrep 1Z0-052 Oracle Database 11g: Administration I	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 1Z0-053 Oracle Database 11g: Administration II	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
The Role of Ethics in Project Management	Do the right thing but make sure you do it on time, under budget, and within scope, all the while maintaining your professional integrity in a constantly evolving global business environment. How do project managers do it, given that most ethical dilemmas are not black and white and usually require diligent deliberation? Keeping with their vision of establishing project management as a professional industry, the project management community and the Project Management Institute (PMI®) have established standards of ethics to help members to navigate the sometimes murky waters of ethical issues.
Tool Support in Software Testing	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
Core PMI®,® Values and Ethical Standards	As a project manager, you will inevitably be called upon to address ethical dilemmas. The type and complexity of these dilemmas can vary significantly from balancing the competing interests of stakeholders to adhering to conflicting legal, multi-cultural, and multi-national rules, regulations, and requirements. Addressing these issues is much more complex than simply deciding what is right and what is wrong. In an increasingly global network, project managers must proactively seek to understand cultural diversity, and how to work successfully with multi-national teams. Sensitivity to other groups, their social customs, and their means of doing business is key to success. Often, project managers will need to weigh all competing interests fairly and objectively in order to make the ethical decision that will have the most far-reaching benefits.
Designing and Planning Experiments in Six Sigma	Six Sigma teams concluding the Analyze phase with a well-understood problem strive in the Improve phase to generate a well-designed solution. Design of experiments (DOE) is a controlled approach to experimentation that enables teams to systematically change the level of one or more input factors and observe the effects on the targeted response. If teams exercise care in choosing the right design – including suitable factors, levels, and responses – their experiments can reveal the precise combination of factors that will optimize the response. Later, that combination will be tested, validated, and ultimately implemented to effect the desired process improvement.
Green Business: Implementing Sustainability Strategies	A plan for implementing a sustainability strategy stands a much greater chance of success if the essential players in an organization back it. Implementation of sustainability initiatives varies by organization and by sector, and because no steadfast procedural rules exist, these initiatives must be carefully planned. When implementing sustainability practices, you need to make sure those practices align with corporate strategy, and you need to establish some performance metrics to establish baselines and measure progress. Knowing the type of metrics you'll be collecting can help you plan the methods you'll use to report on your sustainability initiatives. These two considerations are as important as the physical implementation of the plan itself.
Green Business: Planning Sustainability Strategies	Environmental sustainability holds a different meaning for every organization and every individual, and although it's implemented in a multitude of ways across industries, there is little disagreement about the urgency and importance that surrounds it. An organization must be willing to commit a great deal of its resources – human, technological, and economic – in order to plan, implement, and maintain a realistic green business sustainability strategy. Within organizations, the emergence of strong leaders, carefully laid plans, and innovative processes can help facilitate success in achieving sustainability goals.
Introduction to Green Business and Sustainability	While the concepts of green business and sustainable enterprise are not new, they are becoming increasingly vital in today's business climate. Natural resources are being depleted at previously unheard of levels, organizations are faced with new challenges in resource and waste management, and consumers are becoming more curious about the origins and environmental footprint left by the products they consume. Companies willing to accept the challenge of going green and adopting green business practices stand to reap environmental, social, and economic rewards. Many companies currently facing the challenge have survived, and even thrived, to tell about it.
Microsoft Windows 7: First Look for End Users	Windows 7 is the latest evolution in the Windows workstation product line of operating systems. Windows 7 builds on the accomplishments of Windows Vista and adds enhancements to create an increasingly user friendly environment. This course looks at some of the new features of Windows 7 including changes to the taskbar, such as jump lists and quick preview; the new desktop features, such as new theme suites and gadgets; and the enhancements to the Aero framework, such as Aero Shake and Aero Peek. This course also discusses how Windows Live Essentials has been separated from the operating system, Windows Touch enhancements, Windows Media Center enhancements, the Libraries system, and HomeGroup setup and management features in Windows 7. This course will prepare end users for the new environment they will encounter when they log in to Windows 7 for the first time.
Nonstatistical Control Tools and Maintaining Controls in Six Sigma	In the final stages of the Six Sigma DMAIC methodology, once process improvement opportunities are identified and implemented, teams need to control the improved processes in order to sustain improvement gains. Process control includes applying tools to continuously monitor and maintain each improved process, and to prevent it from reverting to its previous state. This course introduces basic nonstatistical control tools as well as tools for maintaining control so that process improvement initiatives continue as they were intended. Specifically, it explores how total productive maintenance (TPM) promotes shared responsibility for maintaining process gains, and how the visual factory provides at-a-glance information about process status, targets, and performance. In addition, this course highlights the need to re-analyze the measurement system after completing an improvement project, and provides guidelines for drawing conclusions from the re-analysis. It tours the key elements of a vital tool for maintaining controls – the control plan – and explores the steps for developing an effective plan. This course is aligned with the ASQ Certified Six Sigma Black Belt certification exam and is designed to assist learners as part of their exam preparation. It builds on foundational knowledge that is taught in SkillSoft's ASQ-aligned Green Belt curriculum.
Oracle Database 11g: Architecture, SQL Tuning, and Optimization	The Oracle Database server consists of an Oracle Database and one or more Oracle Database instances. SQL (Structured Query Language) is the language with which all programs and users access an Oracle Database. Monitoring the performance of and tuning database components, as well as the SQL statements used to access and manipulate the database, helps to ensure the Oracle Database server runs efficiently and as expected. This course explores the major architectural components of the Oracle Database server, memory structures, background processes, and physical and logical storage structures. It also examines SQL tuning, identifying the attributes of a SQL statement that can make it perform poorly, SQL tuning tools, and common tuning tasks. The steps involved in the execution of a SQL statement, the optimizer and its phases, and controlling optimizer behavior are also covered.
Oracle Database 11g: Execution Plans and Star Transformations	An execution plan is the output of the optimizer and is presented to the execution engine for implementation. The execution plan instructs the execution engine about the operations it must perform for retrieving the data required by a query most efficiently. This course explores gathering, displaying, and interpreting execution plans. It also covers the EXPLAIN PLAN command and the PLAN_TABLE, using AUTOTRACE, dynamic performance views that contain execution plan information, the Automatic Workload Repository (AWR), and SQL monitoring. The star schema is the simplest data warehouse schema. Defining a star schema and star transformation requirements, as well as star query plans without transformation and after transformation, are also covered.
Oracle Database 11g: High Availability in RAC	In Oracle Database 11g, RAC and Data Guard together provide the benefits of system-level, site-level, and data-level protection, resulting in high levels of availability and disaster recovery without loss of data.
Program Life Cycle and Benefits Management	Regardless of the industry, programs and program management help organizations effectively implement corporate strategies. To achieve the planned benefits and outcomes of your program, you need to manage its benefits across its life cycle. This life cycle will vary, depending on the type of program. However, if you understand the general phases in the program life cycle, you can adapt the life cycle model and program benefits to satisfy the strategic goals that your program aims to meet.
Recruiting Talent	One of the most significant challenges to the growth and survival of any business is finding and retaining qualified employees. It's not enough to offer an appealing or unique product or service to your customers. A company's people are the new competitive advantage. Those responsible for staffing organizations are not only challenged with finding adequate potential employees, but finding the right people for the positions they need to fill.
Retaining Your Talent Pool	Employee retention remains a critical issue that no corporation is immune to. For a company to remain successful and competitive, it must keep its biggest assets – its people – engaged and committed for the long term. It's a known fact that even the most lucrative compensation plan alone is not enough to keep your much-needed employees from moving on, so your organization must utilize successful strategies for retaining employees.
Software Test Management	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
Testing Throughout the Software Life Cycle	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Some software failures can even result in personal injury or death. Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. This course introduces software testing methodology and principles. It explores why testing is necessary, the basic testing process, and the psychology behind testing. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the Syllabus"). The authors
Using Outlook Web Access 2007	Outlook Web Access (OWA) 2007 has many improvements over previous web-based mail products set forth by Microsoft. Enhancements start with a redesigned interface, and include new Calendar, Mail, and Document features. Everyday tasks such as composing e-mail and scheduling tasks in the Calendar are simplified using OWA 2007. You can recover deleted e-mails, and the global address list feature allows you to search and locate contacts more efficiently. The OWA Light version is available for users with slow Internet connections, or those using web browsers other than Internet Explorer. OWA Light is designed to be available to most users, but at the cost of a reduced feature set and limited interface.
Oracle Database 11g: Application Tracing and Automatic SQL Tuning	Oracle Database implements tracing by generating a trace file for each server process when you enable the tracing mechanism. This course explores configuring the SQL Trace facility to collect session statistics, using the TRCSESS utility to consolidate SQL trace files, formatting trace files using the tkprof utility, and interpreting the output of the tkprof command. Tuning statements automatically eases the entire SQL tuning process and replaces manual SQL tuning. Statement profiling, and using the SQL Tuning Advisor, the SQL Access Advisor, and Automatic SQL Tuning are also covered in this course.

Course	Description
Oracle Database 11g: Indexes, Access Paths, and Join Operations	Access paths are the ways in which data is retrieved from the database, and there are a number of different access paths which can be used for tables and indexes. This course explores the access paths used for tables, such as full table, rowid, and sample table scan. It also examines the access paths used for indexes, such as unique, range, full, fast full, skip, and index join index scans, as well as bitmap indexes and combining bitmap indexes. Additionally, this course discusses B*-tree, bitmap, composite, and invisible indexes and nullable columns when using indexes. Bitmap operations, guidelines for managing indexes, index usage, clusters, sorting operators, join methods, and other n-array operations are also covered.
Oracle Database 11g: Installation of Clusterware and RAC	Oracle Database 11g: Real Application Clusters (RAC) enable high utilization of a cluster of standard, low-cost modular servers and offers high availability, scalability, and important grid computing features. This course provides an introduction to Oracle Database 11g: Real Application Clusters (RAC) and demonstrates how to fulfill the pre-installation requirements for Oracle Clusterware as well as how to install and configure Clusterware. It also demonstrates the installation of Automatic Storage Management (ASM) and Oracle Database software and then explains how to install the Enterprise Manager agent on each cluster node. The creation of a cluster database including discussion of the cluster database post installation tasks are also topics that are explored.
Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing	Optimizer statistics describe details about the database and the objects in the database and are used by the query optimizer to select the best execution plan for each SQL statement. This course covers gathering optimizer and system statistics, setting statistic preferences, using dynamic sampling, and manipulating optimizer statistics. if you use SQL statements where literal values are provided for the WHERE clause conditions, you get results in many versions of almost identical SQL to be stored in the library cache. If, instead of issuing different statements for each literal, you use a bind variable, then in theory that extra parse activity is eliminated. Listing the benefits of using bind variables, as well as using bind peeking and adaptive cursor sharing are examined in this course. Optimizer hints enable you to influence decisions made by the optimizer and provide a mechanism to direct the optimizer to select a certain query execution plan based on the specific criteria. The use of optimizer hints, including specifying hints for optimizer mode, query transformation, access path, join orders, and join methods is also covered.
Oracle Database 11g: RAC Database and Oracle Clusterware Administration	Oracle Database 11g has many tools available for administering a RAC Database and Oracle Clusterware, including Oracle Enterprise Manager. This course explains how to use Enterprise Manager cluster database pages to administer a RAC database and how to carry out various administration tasks on Oracle Clusterware. It discusses how to manage RAC instances, Oracle Clusterware and resources, voting disks, VIP addresses and the CRS framework, and initialization parameters. This course also demonstrates how to configure backup and recovery in a RAC environment.
QuickBooks Pro 2009: Getting Started	QuickBooks 2009 is a flexible and robust software accounting program designed for use by small businesses to help organize and manage all areas of your company's finances. This course covers the basic aspects of the QuickBooks Pro software. It provides an overview of the QuickBooks interface and explains how to use the interface for basic operations, such as creating a company file, and adding customers, vendors, accounts, and items to a company file. It covers the basic aspects of QuickBooks Help, as well as the key aspects of centers, lists, and forms. In addition, the Customer Center, Vendor Center, and Employee Center and the methods of working with these centers are explored. Creating item lists and forms, such as invoices, sales receipts, and purchase orders are explained, and the course demonstrates methods of protecting and backing up data. The process of managing banking and billing transactions is examined and the concept of payroll is introduced. The process of creating reports and budgets is also covered.
Using E-mail and Instant Messaging Effectively	In today's fast-paced world, information is sent and received more rapidly than ever before. But how do you ensure that the messages you are sending are effective, acceptable, and will be taken seriously? The use of proper e-mail etiquette is the cornerstone for ensuring your message gets across quickly, appropriately, and concisely.
Addressing and Redistributing E-mail	Out of all the e-mails you've received in the past work week, how many have left you scratching your head, wondering why you received it in the first place? How many of those e-mails have you asking what exactly that e-mail has to do with you? With e-mail's prevalence as one of the main forms of communication in business today, it's essential that when sending an e-mail you get the distribution list right. Sending an e-mail to the wrong person, or excluding the right person, is just as ineffective as dialing the wrong number on the phone, leaving a message anyway, and expecting a return call from the right person.
Managing Your E-mail	E-mail has had many positive effects on our lives, but it has also increased dramatically the volume of communication and the amount of information that the average office worker needs to process ever day. To stay on top of things, you must sort, file, respond to, or delete every e-mail that comes to you in the run of a business day. But how do you balance this time-consuming task with the rest of your responsibilities so that it doesn't overwhelm you?
Essential Skills for Professional Telephone Calls	Virtually every single company in the global economy uses the telephone for at least a part of their business. For many organizations, the telephone is the primary form of communication with customers, clients, and colleagues. And with virtual work environments established as a modern business practice, business telephone etiquette is more important than ever to your success as an employee and the success of your organization.
Business Writing: Know Your Readers and Your Purpose	To write effective and appropriate business messages, you need to know your readers. Are you addressing multiple readers or a single reader? How much knowledge do your readers have of your subject, and what issues concern them most? These are just some of the questions to consider before you start writing your message. Closely tied with knowing your readers is knowing your purpose for writing. Do you need to inform customers about a new policy, or do you need to persuade employees to adopt a new business practice? Knowing your purpose will focus your message, making it clear to readers why it is important to them.
Business Writing: How to Write Clearly and Concisely	People who have no problem communicating clearly when they speak sometimes struggle to make themselves understood when they write. That's because the ability to write clearly and concisely is a skill that requires effort to master. Acquiring this skill gives you the tools to create effective business documents for readers who lack the time or the patience to search for essential information buried in long, rambling e-mails or reports.
PPE: Personal Protective Equipment	This course covers types, selection, maintenance, and care of personal protective equipment in the workplace. The types of personal protective equipment (PPE) covered in the course include: hard hat, respiratory protection, hearing protection, and body protection. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hazardous Material Handling and Storage	This course covers information about drum handling, compressed gas cylinders, flammable materials, slings, safe lifting techniques, and safe handling procedures. The intent of the information is to familiarize the learner with safe work practices necessary to prevent injury while handling materials and equipment in the workplace.
Back Safety and Injury Prevention	This course is designed to bring awareness into the work environment and help eliminate preventable back injuries. It will provide information regarding job-specific hazards, safe work practices, and ergonomics. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Integrity in the Workplace	Whistleblowing and ethics in the workplace have been in the headlines over the past few years because high-profile employees have blown the whistle on large public companies, such as Enron and WorldCom. However, integrity and ethics in the workplace are not just for large, high-profile companies. Almost every employer is subject to state or federal laws and regulations, and if the employer does not promote an ethical culture, individual employees with integrity may choose to blow the whistle on their employer's wrongdoing. Whistleblowing isn't just for accountants or lawyers who uncover widespread evidence of fraud. It's also for average, everyday employees who discover illegal or unethical behavior in the workplace, and decide to report it.
Leadership Essentials: Creating Your Own Leadership Development Plan	Creating your own leadership development plan is a significant part of any successful and valuable leadership-development strategy. Leadership development plans help to ensure that you remain focused on what is required to continually grow and develop as a leader. This includes assessing your own style, values, and requirements, as well as identifying development goals, objectives, and actions.
Oracle Database 11g: Configuring OSB and Security	Oracle Secure Backup or OSB is centralized tape-management software that allows you to backup and restore data using a variety of machine architectures. This course covers how OSB complements the Oracle backup and recovery options, as well as terminology, interface options, and backup management features. Additionally, it explores how to decide on the structure of your administrative domain, perform preinstallation tasks, and install OSB on Linux. Installing OSB on Windows, locating OSB installed files, verifying your installation, and removing OSB are also covered.
Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup	Oracle Secure Backup (OSB) maintains its own catalog of OSB and their rights on the administrative server. You can preauthorize users for the use of the obtool command line, RMAN, or both. You can also associate an OSB user with multiple Windows domain accounts or a single account that applies to all Windows domains. This course explores managing user access control for OSB, adding a user with preauthorized access, host authentication, backup security characteristics, encryption, and host encryption policies.
Oracle Database 11g: RMAN and Oracle Secure Backup	RMAN manages the disk space in the Flash Recovery Area, and by putting RMAN in control of your backup and restore operations, you simplify your availability-related processes. This course describes integrated disk and tape backup, how to register the administrative server in Enterprise Manager, checking RMAN backup and recovery settings, creating database backup storage selectors, and using time-managed and content-managed expiration policies. It also explores performing an OSB-encrypted RMAN backup to tape and restoring a data file from a tape backup. You can also back up file-system data by creating on-demand back jobs and submitting them to the OSB scheduler or by using backup schedules. Creating datasets, scheduling file backups, submitting backup requests, and performing file-system backups are also covered.
Oracle Database 11g: Managing Backups and Infrastructure	Restoring files is easily accomplished using the Oracle Secure Backup catalog. This course demonstrates how to browse the catalog for file-system backup data, create catalog-based restore requests, and perform file-system restoration. In addition, this course explores the Oracle Secure Backup processes, configuring defaults and policies, browsing the primary Oracle Secure Backup catalogs, and performing preconfigured catalog backup. Common tasks such as managing clients, media servers, and volumes are also covered.
Oracle Database 11g: Tape Vaulting, Duplication, and Tuning	Oracle Secure Backup uses a volume rotation policy to track a backup volume as it moves from its originating location to a storage location and is eventually recycled. This process is known as vaulting. This course covers configuring and using tape vaulting and a tape vaulting environment, viewing tape rotation reports, and troubleshooting vaulting. This course also explores the use of tape duplication, differentiating duplication from vaulting and migration, and configuring tape duplication.
Oracle Database 11g: Introduction to Database Security and Solutions	Every business should identify security threats and concerns and develop policies to protect itself. Maintaining the integrity of important data, and protecting data by controlling access to it are also key steps in business security. This course describes business security requirements and defines least privilege, authorization, and authentication. It also covers security policies, the concept of in-depth security, and applies these concepts to prevent SQL injection. Maintaining data integrity, protecting data, and controlling data access are also covered.
Oracle Database 11g: Database Security	Oracle Database server is highly secure, but to fully maximize the security features offered, the database must be well protected as well. This course explores how to configure Oracle Database 11g in a secure manner by adhering to industry standard best security practices for operational database deployments. It covers applying the principle of least privilege to the database, locking and expiring default user accounts, changing default user passwords, creating strong passwords, enforcing password management, and protecting the data dictionary.
Oracle Database 11g: Database Auditing	Monitoring or auditing should be an integral part of your security procedures. Oracle Database 11g includes auditing tools for database, user, and fine-grained auditing. This course explores how to implement basic database auditing, privileged user auditing, DML and DDL auditing, and how to send audit records to the operating system files. Implementing fine-grained auditing (FGA), maintaining FGA policies, implementing an FGA audit event handler, and reading FGA audit events from the FGA audit trail are also covered.
Oracle Database 11g: Basic User and Strong Authentication	A basic security requirement is that you must know your users. You must identify them before you can determine their privileges and access rights, so that you can audit their actions on the data. This course covers creating and auditing database authenticated users and operating-system-authenticated users. It explores authenticating users with passwords or the operating system, and protecting passwords and database link passwords. In addition, this course describes strong authentication that uses certificates, Kerberos, and remote authentication dial-in service (RADIUS), as well as a setup for strong authentication that uses certificates, Kerberos, and key distribution center (KDC). How to implement the secure external password store is also covered.
Telecommuting Basics:Ã‚Â Maximizing Productivity as a Remote Employee	Telecommuting is a widely adopted work arrangement. Globalization, work-life balance, and even green business or environmental concerns have exponentially increased the number of telecommuters and remote workers. Individuals and employers have a number of things to consider when deciding whether working remotely is possible, necessary, or desired. Once the decision is made, the goal is to create and maintain a productive remote work environment.
Telecommuting Basics:Ã‚Â Communication Strategies for the Remote Employee	With the trend toward telecommuting on the rise in many sectors, employees are faced with the growing challenges of working and communicating in virtual offices. Virtual offices can span countries and continents, and effective communication skills are not only important, but are the very key to telecommuters' success and their ability to move forward in their careers.
Being an Effective Team Member	A truly effective team is equal to more than the sum of its parts. And it takes the dedication of every member of the team. Effective team members go beyond themselves and their personal desires and goals. If you want to be an effective team member, your challenge is to put the team first, which means maximizing your contributions to help the team accomplish its purpose.
Establishing Team Goals and Responsibilities	All individuals have strengths that allow them to achieve goals consistently and successfully. In a team setting, those individual strengths can combine to lead the whole team to success, or they can create conflict and tension. To harness individual strengths and personalities, you need solid ground rules for the team. You also need to allocate roles and responsibilities for maximum efficiency.
Elements of a Cohesive Team	Three elements are always present in any effective, cohesive team: open communication, cooperation, and trust. Like the strands of a cord, these elements hold the team together and give it strength. Without these elements, team members will not participate fully in team activities and they won't find true satisfaction in their work. When trust and open communication is present, ideas flow and people find solutions to problems. When there's cooperation, team members feel connected to each other, and morale is high.
Effective Team Communication	Regardless of how talented the individual members of your team are, they can only get your team so far alone. To maximize their potential, teams rely on the participation, input, and opinions of all team members. Learning to speak up and encouraging others to open up are important to a team's success. Effective communication is the fuel that will keep your team going to the finish line.
Using Feedback to Improve Team Performance	A crucial component of optimal team performance is the ability of all team members to openly express their ideas, goals, and needs, as well as share thoughts about each other's performance â€" both positive and negative. The same principle applies when it comes to receiving feedback. It's far better to hear the truth directly than to assume your performance is the best it can be.
Leading Teams: Launching a Successful Team	Leading successful teams is an art, and team leaders can face many challenges when trying to optimize team performance. Whether you're a current team leader or simply someone who would like to develop the skills that would make you a strong candidate, you need to know certain things about how teams function and what it takes to develop a high-performance team. Among the most important things to know: good team development begins on day one. Forming an effective and cohesive team is fundamental to the success of the team later on, and pulling the right team together from the start has benefits far beyond just completing tasks on time.
Leading Teams: Establishing Goals, Roles, and Guidelines	The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of setting team goals, identifying project tasks and assigning the right people to them, and defining the standards of team behavior to ensure team members work together so that team objectives are met.
Leading Teams: Motivating and Optimizing Performance	As teams mature, they're able to perform more independently. Accordingly, team leaders must shift their role to one of maintaining motivation and optimizing team member performance. This ensures that their teams continue to perform at peak levels. The early stages of team development are about establishing the purpose of the team and its key goals, but once the team is up and running, the leader has a prominent role to play in guiding the team to success.
Administrative Professionals: Common Administrative Support Tasks	When it comes to a typical day at the office for an administrative professional, each day's planned agenda can change on a whim. Whether it be unexpected meeting requests to juggle, a last-minute announcement the boss needs to communicate, or a sudden request from the boss that shifts priorities, the tasks performed in a typical day are varied and ever-changing. But regardless of how much the agenda changes from day to day, there are standard tasks that every administrative professional will perform regularly.

Course	Description
Administrative Professionals: Maximizing Your Relationship with Your Boss	As a good administrative professional, you provide invaluable support to your boss and the business. This support is optimized when the working relationship between you and your boss is a true partnership. Within this partnership, your relationship must be managed and maintained according to the particular management style of your boss to ensure compatibility, dependability, and efficiency as you work toward common goals. Through partnership, you can maximize your relationship with your boss and realize benefits for yourself and your career.
Administrative Professionals: Interacting with Others	Regardless of the industry you work in, the organization you work for, or the boss you have, as an administrative support professional, almost all of the tasks you perform on a daily basis require, in some way, interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to get the feedback, information, and help you need to effectively perform in your role.
Administrative Professionals: Putting Your Best Foot Forward	As an administrative professional, there are many skills and competencies you must master, ranging from organizational skills to technical aptitude. In order to be truly successful, though, you must also master other essential skills like the ability to gain the trust, respect, and admiration of your boss and colleagues. You must also remain true to yourself and maintain your dignity, all while expressing yourself to others, making decisions at work, or navigating through office politics.
Liderazgo emocionalmente inteligente	Poner a trabajar la inteligencia emocional es una tendencia incipiente en el liderazgo empresarial. Ahora es fundamental para el éxito corporativo desarrollar los mejores talentos en ejecutivos, gerentes y otros directivos en toda la organización. Como líder, no puede depender de su conocimiento intelectual. Debe contar con la competencia interpersonal que incluye la inteligencia emocional. Este curso le ayudará a desarrollar su inteligencia emocional como líder y le guiará para que posteriormente otros la desarrollen con su ayuda.
Uso efectivo del correo electrónico y la mensajería instantánea	En un mundo tan trepidante como el actual, la información se envía y recibe a una velocidad nunca vista hasta ahora. Pero, ¿cómo se consigue que los mensajes enviados resulten efectivos y adecuados, y se tomen en serio? El uso de unas reglas de etiqueta adecuadas para los correos electrónicos constituye la base para cerciorarse de que su mensaje se envía de un modo ágil, adecuado y conciso.
Business Writing: Editing and Proofreading	When it comes to business writing, most individuals don't really appreciate the importance of editing and proofreading a document before sending it. But have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Reviewing is a crucial stage in the writing process. It entails editing for clarity, tone, accuracy, and completeness, and also proofreading for spelling mistakes and grammatical errors. Carelessness reflects badly on you, your work, and your organization. Taking the time to edit and proofread your writing will help you produce more focused, polished, and effective business documents.
Business Grammar: Parts of Speech	Do you know what the eight parts of speech are? Such a question probably brings back memories of dull grammar lessons in elementary school, where you first heard the term parts of speech. What's the point of learning these now? Being reminded of the functions of different parts of speech can help you write with more confidence. The parts of speech are the building blocks of sentences, so finding out about them can help you skillfully combine words into meaningful sentences.
Business Grammar: Working with Words	Do you remember what prefixes and suffixes are? Do you know how to form plurals and possessives correctly in your business writing? Are you confident when it comes to spelling?
Business Grammar: The Mechanics of Writing	As you sit down to write your business messages, do you ever find yourself wondering whether a word should be capitalized or abbreviated? Or whether you should spell out a number rather than use a figure? Knowing the correct way to abbreviate, capitalize, and express numbers in your business messages goes a long way in helping you to present yourself as a reputable professional.
Business Grammar: Punctuation	Do you know when to use commas in a sentence? Do you know when it's better to use a semicolon rather than a colon? And what's the difference between parentheses and brackets, or between the hyphen and the dash? Knowing the answers to these questions will ensure that you're using punctuation correctly in your business messages. And by doing so, you'll convey a professional image and inspire confidence in your work and in your company.
Business Grammar: Sentence Construction	People write sentences everyday in business. However, sometimes those sentences are not as well constructed as they could be. A misplaced modifier might get a chuckle out of the reader, but it doesn't help your reputation or that of your company. Nor does a run-on sentence, which can blur the meaning of your message and cause the reader to be confused and even annoyed.
Business Grammar: Common Usage Errors	When do you use who's or whose? And when should you choose less rather than fewer? Understanding the subtle variations in meanings of such words â€" ones that are often misused or confused â€" is important if you want to write clearly and professionally.
Introduction to Business Analysis and Essential Competencies	Often, and usually with the best intentions, organizations hastily overhaul processes or implement new systems in an effort to quickly fix or address a problem, only to discover that it wasn't the right solution after all the time and money wasted, and the problem continues. Business analysis aims to not only properly diagnose an issue, but determine the best solution to fix it permanently. Business analysts, who undertake this work, require a unique combination of skills and knowledge to be successful in this function.
Introduction to Business Analysis Planning	In business analysis, there is no prescribed route to take. Each project, task, or process initiative is different, and every environment you work in is different. It's essential you map out your business analysis approach based on the elements concerning your particular project, environment, and organization. It's equally important to clearly determine who your stakeholders are, who is responsible for what, and how much effort will be required for project deliverables.
Planning Business Analysis Communication and Monitoring	Most business analyst professionals recognize the importance of identifying and performing business analysis activities in order to successfully deliver requirements and meet project goals. But what about planning and managing how these business analysis activities are actually performed? A proposed structure and schedule for communications, a requirements management plan, and a clear plan to ensure business analysis activities are executed as efficiently as possible are all key elements of successful business analysis.
Business Analysis Requirements Elicitation	The first step in creating any solution is to review stakeholder needs and analyze what tools are available to address those needs. Without understanding stakeholder requirements, you may find a solution to the wrong problem. And without understanding the tools and technologies involved, you may aim for impossible goals. It's equally important to ensure you document and confirm requirements so you have a solid plan to address stakeholder needs.
Business Analysis Requirements Management and Communication	Projects rarely go according to plan, and any deviations need to be strictly controlled. Requirements management does this through vigilant tracking techniques, and through consistent and planned communications with stakeholders.
Business Analysis: Enterprise Analysis	Solutions to business problems are implemented every day, in every size and type of company and industry. But way before solutions are implemented, a business need must be identified, a plausible solution must be defined, and the investment required for the solution must be justifiable before implementing it.
Business Analysis: Introduction to Requirements Analysis	When you have a set of dependent tasks to complete, it's not feasible to just randomly pick and choose which tasks to perform and in which order. The same is true for requirements in business analysis. Requirements must be analyzed appropriately to ensure they are prioritized and organized in the most appropriate way to ensure the success of a project or initiative. And mapping out what a process or system will look like with requirements in place provides a detailed view for the team to work towards.
Business Analysis: Verify and Validate Requirements	If you want to build a boat, you need to know what is required. You need to check and make sure you have what you require in order to do the job properly. Instructions on how to build an airplane won't help you build your boat, but knowing that you need a welding torch will. When working on any project, you also need as much information as possible about anything that may influence it. This might include how much money you have to work with, how long before the project needs to be completed, and who can work on the project.
Business Analysis: Solution Assessment and Validation	A business analyst doesn't just come up with a viable solution to address a business need. A business analyst is also responsible for studying the viability of the proposed solution within the organization, identifying what is required within the organization to make the solution work, and validating and evaluating the solution performance.
Comunicación y liderazgo	Ha pedido DOS VECES a un empleado que complete un proyecto tan pronto como sea posible, y aún no ocurre. Ha delegado una tarea a otro empleado, sólo para ver que se ha hecho de manera errada. Ha enviado un correo electrónico pidiendo ayuda adicional para un proyecto que ha recibido varias respuestas negativas. ¿Qué está pasando? Si bien estas situaciones pueden ser el resultado de muchos factores distintos, usted puede eliminar una de las variables, asegurando que su estilo de comunicarse sea positivo, claro, concreto y al grano. Aprenda a coordinar sus mensajes verbales y no verbales para obtener los mejores resultados, y aprenda a escribir de una manera que logre el mayor efecto con la menor cantidad posible de palabras.
Liderazgo y cambio	Tómese un minuto para pensar en personas que considere líderes ejemplares: esas personas que han llevado a sus empresas hacia la grandeza. ¿Qué sucesos o hechos le hacen pensar que estos líderes fueron ejemplares? ¿Fue porque desarrollaron un nuevo producto, porque sacaron a flote una empresa en quiebra o tal vez porque pusieron en marcha un emprendimiento? Las personas que llegan a ser líderes son aquellas que triunfan durante épocas de turbulencia, conflicto y cambio. Buscan formas de cambiar el statu quo, de cuestionar lo que está aceptado y de crear algo nuevo. Usted puede aprender a hacer lo mismo. Saber cómo cuestionar los procesos, darse cuenta de las actitudes y comportamientos que trae aparejado el cambio y la voluntad de hacer el trabajo necesario es todo lo que hace falta. Podrá aprender sobre cada uno de esos temas en este curso, el cual le enseñará cómo ser líder en tiempos de cambios.
El líder modelo	Los líderes... saben bailar al viejo ritmo. Todos nos desarrollamos en organizaciones tradicionales con líderes y modelos convencionales. Ahora la música ha cambiado. No conocemos los pasos nuevos y no hay figuras dibujadas en el piso". Las palabras de Peter R. Schools reflejan con exactitud los desafíos del liderazgo actual. Usted debe ser capaz de desarrollar un equipo variado que pueda lograr un desempeño óptimo. Debe saber cómo motivar a una diversa gama de personas y debe estar dispuesto a deshacerse de las viejas formas de pensar para dejar lugar a las nuevas. Este curso lo encaminará por ese sendero."
Aspectos esenciales del liderazgo: motivar a los empleados	Imagine cómo sería su organización si usted y sus compañeros de trabajo no se sintieran motivados. La motivación lleva a las persona a alcanzar logros, ya se trate de pequeñas tareas o grandes proyectos. Sin motivación, simplemente no se podría conseguir nada. La capacidad para crear un entorno que impulse la motivación requiere práctica y destreza, ya que no es una cualidad inherente en la mayoría de las personas. Como líder, su capacidad de motivación es un elemento clave en el éxito de la organización.
Aspectos esenciales del liderazgo: comunicar la visión	Hoy en día, los líderes deben ser capaces de comunicar la visión de tal manera que la audiencia se implique y el mensaje se entienda y se asimile. La comunicación efectiva del liderazgo otorga finalidad y significado al trabajo que la gente desempeña. Los líderes deben esforzarse por comunicar la visión con un sentido de integridad, consolidando la confianza como persona y como líder.
Aspectos esenciales del liderazgo: establecer su influencia como líder	¿Por qué es tan difícil que las personas acepten una buena idea? ¿Por qué algunos líderes se enfrentan constantemente con desafíos y objeciones? Como líder, llegar a un acuerdo no significa manipular o forzar a las personas para que acepten sus ideas y cumplan sus objetivos; los líderes disponen de formas éticas mediante las que ejercer su influencia con éxito. Los líderes que intentan influir y persuadir a otras personas se enfrentan con el desafío de abrirse paso a través de la política de la organización. Un líder eficaz entiende que la política de la organización puede ofrecer formas positivas de influir en los demás para lograr metas.
Aspectos esenciales del liderazgo: dirigir la ejecución comercial	¿Cuántas veces usted y su equipo han elaborado planes para optimizar los procesos diarios y al final estos planes no se han implementado? ¿Por qué hay ciertas tareas que no se llevan a cabo? ¿Por qué todo sigue igual, incluso cuando el cambio resulta esencial para su equipo?
Maintaining SQL Server 2008 Reporting Services	Administration and maintenance of Microsoft SQL Server 2008 Reporting Services and its components is key in providing customers and clients access to the Business Intelligence information they need. This course outlines the tools used and tasks involved in managing and maintaining access to Reporting Services and corresponding data. It covers the authentication subsystem and role-based authorization model used by Reporting Services, as well as the configuration of system-level and item-level role-based security. SQL Server 2008 also provides the ability to deploy and manage the report server and content using the Report Server Web Service and command-line tools. This course describes how to use these tools to automate administrative tasks and manage reports remotely through the web interface. It also outlines the options for monitoring server performance, report activities, and statistics using performance counters and the use of log files in evaluating server status and performance. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-448 TS: Microsoft SQL Server 2008, Business Intelligence Development and Maintenance. Passing this exam will earn the learner Microsoft Certified Technology Specialist (MCTS): SQL Server 2008, Business Intelligence Development and Maintenance certification.
Installing, Upgrading, and Migrating to Windows 7	Windows 7 is a new desktop operating system from Microsoft. The majority of computer users interact with desktop operating systems more than any other type of computer operating system today. This course will show you how to install Windows 7 in a single and multiboot environment, along with showing the process involved in migrating or upgrading from previous Microsoft operating systems. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Deploying Windows 7	Deploying system images and configuring VHDs are skillsets that system administrators working with Windows 7 must become familiar with. This course examines the methods used to capture, prepare, and deploy system images along with configuring VHDs. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Configuring Hardware and Applications in Windows 7	Configuring device and application support, restrictions, and compatibility is one of the main jobs of desktop administrators. Windows 7 has many features built into it to allow you to perform these actions. This course will examine how to install, configure, and troubleshoot devices drivers ; Applocker will be examined; application compatibility tools will be configured, and IE 8 will be examined to show how administrators can configure it for end user support. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Configuring Network Connectivity in Windows 7	The ability to have two computers, or 2 million computers interoperating and communicating with each other is the foundation of the Internet and of networking environments in general. This course examines the protocols and settings used to accomplish this, along with the technologies and configurations that are used to protect and control computers that exist in these network environments. This course will examine IP configurations, network settings, firewall configurations, and remote management and control using various tools such as Remote Assistance, group policies, and PowerShell scripts. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Configuring Access to Resources in Windows 7	Computer and network access configuration is a major part of a computer administrator's job role. They make sure authentication and authorization schemes, user control, and file access are properly configured on computers in their networks. This course examines authentication and authorization, User Account Control, file access and shared resource management, and HomeGroup and BranchCache configurations. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Oracle Database 11g: Enterprise User Security and Proxy Authentication	Enterprise User Security addresses the user, the administrative, and the security challenges by centralizing storage and management of user-related information in a Lightweight Directory Access Protocol-compliant directory service. This course describes the basic components of Enterprise User Security. It shows the architecture of this feature and describes the installation process. The components required to create and manage an enterprise user are discussed. In addition, the course explains the techniques for using the enterprise user in the context of the database server and integrating the enterprise user with familiar security policies and auditing. How proxy authentication works, how to manage users authenticated by proxy authentication, and how to audit users authenticated by proxy are also covered.
Oracle Database 11g: Privileges, Roles, and Application Contexts	Authorization is the process that determines the privileges that the user is allowed to exercise. In the Oracle database, authorization is determined by the grant of system and object privileges. This course covers implementing roles, enterprise roles, and the securing of objects through procedures. It also describes how secure application roles work and how to manage roles and users by using secure application roles. An application context is a memory container with read-only attributes, which can be used in your application. How an application context is used, the sources of application context values, implementing a local context, and implementing an application context that is accessed globally are also covered.
Oracle Database 11g: Virtual Private Database	A Virtual Private Database (VPD) uses fine-grained access control (FGAC) to limit row and column access and an application context to provide the information that is used to set the policy predicates. This course describes VPD, how to implement VPD, and group policies. It also explores how FGAC is used with VPD, as well as tools, policies, and policy types.

Course	Description
Oracle Database 11g: Oracle Label Security and the Data Masking Pack	Oracle Label Security is a powerful tool for classifying data and mediating access to data based on its classification. It provides an easy-to-implement row-level security solution and is built on the fine-grained access control technology of the virtual private database (VPD). This course describes Oracle Label Security, including label concepts and access mediation, as well as when to use Oracle Label Security. It also explores creating policies, defining data labels, applying policies to tables, and setting up user authorizations.
Oracle Database 11g: Encryption Concepts	All encryption has two parts: an algorithm, which is a procedure or a method of manipulating data, and a key or a secret that allows data to be decrypted. This course discusses the issues and challenges of encryption and describes key management solutions. It also describes the encryption options available with Oracle Database 11g. Using DBMS_CRYPTO to generate random encryption keys and encrypting and decrypting table columns are also covered.
Oracle Database 11g: Transparent Data Encryption	Transparent Data Encryption (TDE) is available with Oracle Advanced Security (ASO) and provides easy-to-use protection for your data without requiring changes to your applications. This course demonstrates how to set up the database master encryption key and implement TDE. It also explores how to encrypt column and tablespace data. Using Recovery Manager (RMAN)-encrypted backups, Oracle Secure Backup (OSB), and Data Pump Export encryption are also covered.
Oracle Database 11g: Oracle Net Services and Listener Security	When considering Oracle security, you must also consider the security of the listener, which is the gateway to the network and the network itself. This course describes the items on the client, listener, and network security checklists. It demonstrates how to secure administration of the network, restrict access by IP address, and encrypt network traffic. Restricting the privileges of the listener, administering the listener securely, and monitoring listener activity are also covered.
Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security	There is no single best architecture for accommodating Internet requests requiring access to corporate intranets. Instead, trade-offs must be made between two competing goals â€" security of the intranet against an Internet attack and ease of access to services by both Internet and intranet clients. This course describes how firewalls are used to restrict network access and the guidelines for positioning servers within firewalls. It also explores how to configure Oracle Connection Manager to accept or reject connection requests and log connection events, and how to read connection events from the Oracle Connection Manager log. How the PRODUCT_USER_PROFILE (PUP) table is used in SQL*Plus and how to use this table to disable commands or roles in SQL*Plus is also covered.
Generating Creative and Innovative Ideas: Enhancing Your Creativity	What makes a person creative? Do you consider yourself creative? Certain personal characteristics have been linked with creativity â€" for example, a willingness to take risks, the ability to connect diverse ideas, and open-mindedness. And most important, perhaps, is believing that you are creative. Many people get stuck because they think 'I'm not a creative person.' But everyone has creative potential. Understanding the characteristics you possess that boost your creativity and those that inhibit it can help you enhance your creative output in the workplace.
Generating Creative and Innovative Ideas: Maximizing Team Creativity	Is creativity within everyone's grasp? Does creativity come naturally within a team, or is this a skill that some learn and others don't? Like anything, creativity and innovation can flourish when cultivated with the right tools.
Generating Creative and Innovative Ideas: Verifying and Building on Ideas	Generating creative ideas can be a very exciting and stimulating process. This is particularly true during the initial stages of idea generation, when many adopt an 'anything goes' approach. Later, however, the workability of ideas needs to be verified, or checked. Ideas are more likely to be relevant and useful when they have been assessed in the context of organizational needs, strategies, and resources. Some techniques that can help verify ideas are getting the opinions of key people and using simulations. Building on ideas continues the process of verifying ideas by helping to make those ideas more clear, relevant, and business.
Managing Your Career: Creating a Plan	Getting and keeping your career on track takes careful planning. Those who wait for opportunities to come knocking may be left behind. Approaching your career proactively and being able to recognize opportunities to move ahead are key to smart career management. It starts with knowing yourself and what you want to do so that you can align your career moves with your goals.
Managing Your Career: Getting on the Right Track	Is your career on automatic pilot? When was the last time you took a look around to see if the direction in which you are heading is really what you want? It's important to take time out to reflect on your current situation to ensure that you're still on the right path and that the current path is the best one for you.
Managing Your Career: Professional Networking Essentials	Do you have a strong professional network of people who can help you move forward professionally? Does the thought of networking scare you because you feel uncomfortable in situations where you're expected to be outgoing and make conversation with people you don't know? Regardless of your strengths and weaknesses, situation or occupation, a key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts.
Managing Your Career: You and Your Boss	Your boss can be the lifeline to your future. Typically, no one has more influence over your immediate and long-term success than the person to whom you report. Not only will you find enjoyment and reward in your current position, but you want your boss to be a source of support when the day comes that you are ready to move ahead with your career.
Overview of SAP Solutions	SAP provides software systems to automate and integrate business operations across a wide range of activities from the front office to the back office, the field, and the factory floor. Large, integrated systems like SAP are commonly known as ERP (Enterprise Resource Planning) solutions. SAP has a range of ERP solutions which will help to integrate your business processes according to your specific business needs. This course identifies the features and benefits of ERP, and provides an overview of SAP solutions and scenarios for application that will help you identify the SAP solution that's best for your business.
Financial Accounting with SAP	The SAP Financial modules are at core of any integrated SAP System. All module transactions with a monetary impact flow through to the Finance module, usually in real time and automatically through the SAP configuration. In order to work with the Finance Module or any module, you must have an understanding of the concepts behind mySAP ERP and be familiar with the steps for executing tasks using SAP's interface. This course discusses these underlying concepts, and introduces the SAP R/3 GUI. It also identifies the data required to align your business processes with the Financial Accounting and Controlling modules in order to complete financial transactions and create reports.
SAP Logistics Modules	The SAP Logistics modules help enable automation of supply chain operations related to logistics. Logistics refers to all the tasks a business performs in order to get a product or service to its desired location or state. This course discusses how the SAP Logistics modules enable Materials Management, Production Planning and Control and ultimately Sales and Distribution transactions to be performed in the organization. It provides scenarios for aligning your business processes with these three modules, and generating the reports provided within each module.
SAP ERP Architecture	The SAP ERP architecture has evolved and been refined over a number of decades. This course primarily discusses the SAP R/3 client-server architecture in the context of work processes, SAP R/3 instances, and system landscapes as well as the NetWeaver components that have been introduced to extend SAP R/3 capabilities. It explores how the various SAP systems can be configured to fit your business needs and budget.
SAP Administration	SAP administration tasks are essential to ensuring optimum performance and security in an SAP system. This course introduces the most common tasks for System Administrators in SAP, including work process configuration, error investigation, and system monitoring, as well as user management, role assignment, and other tasks necessary to ensure the security of information within in the system.
SAP Project Planning and Implementation	SAP provides tools to help businesses quickly and efficiently implement SAP through the Accelerated SAP (ASAP) Roadmap, and to configure SAP to fit the requirements of your business. This course surveys the key activities and tasks that make up the five phases of SAP implementation using ASAP methodology: Project Preparation, Business Blueprint, Realization, Final Preparation, and Go Live & Support. It also shows you how to use SAP's Implementation Guide (IMG) to customize business process activities to fit the needs of your business.
SAP NetWeaver Platform	SAP NetWeaver is an integration and application platform that aligns and integrates people, information, and business processes spread across different technological platforms. This course introduces SAP NetWeaver architecture components and tools and discusses how they serve and function as an integration or application platform for SAP solutions. NetWeaver's support of open standards to implement web services and enterprise services in SAP is also discussed.
Leading Teams: Dealing with Conflict	Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. Effective leadership is particularly required during the Storming stage of team development when conflict tends to be at its highest. The survival of the team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In doing so, the leader restores trust and positive working relationships among team members.
Recognizing the Value of Intangible Assets	We operate in an information economy, but current accounting methods are still grounded in the transaction-based economic system of past decades. This Business Impact explores the value of intangible assets in determining a company's worth.
Recession: How it Affects Business	Recession changes the playing field for business. This Business Impact examines its key factors that companies need to take into consideration.
Managing Top Performers Is Always	Top performers aren't always the easiest employees to manage. This impact explores how to deal effectively with top-performing, high maintenance employees.
Returning to Core Competencies	Every successful company is built on the merit of a product or service. And getting that product or service out into the market requires many interdependent processes some of which are outside the company's central strengths. This Business Impact weighs the benefits of returning to core competencies in light of a planned move into the global market.
Influencing Key Decision Makers	Even the best business proposals need the support of stakeholders. This Business Impact takes a look at three proven ways to gaining the support of key decision makers.
Executing Innovation	Each innovation lifecycle is unique, but there are certain elements that successful innovations have in common. This Business Impact explores four critical components of executing innovation.
Turning Problems Around with Reverse Brainstorming	This Business Impact explores the technique of reverse brainstorming - a process that helps teams to think obliquely and explore problems in an unconventional manner.
Making Meetings Work	Too often meetings are not a productive use of time. This Business Impact examines how to run meetings that are useful and efficient.
The Etiquette of Cross-cultural Gift Giving	Despite the seeming familiarity of the global community we live in, there are still strong cultural identities that need to be recognized. This Business Impact explores how sales professionals who deal with foreign clients must be culturally savvy when giving gifts.
Developing a Business Execution Culture	A corporate initiative require more than just a managerial mandate. Employee buy-in is absolutely essential to ensure success. This challenge focuses on methods for developing a business execution culture.
Managing Performance	In order to best address performance of individuals and groups, managers must apply a comprehensive approach. This challenge focuses on methods for managing performance.
Uncovering the Root Problem	This Challenge exercise focuses on an individual's ability to assess facts and work through the first step in problem solving and decision making: defining the problem.
Leading Change	Although often a force of progress, change can be disruptive to employees. This challenge focuses on methods for successfully managing change.
Ethics, Integrity, and Trust	Managers often face complex ethical dilemmas. This Challenge examines a situation that requires taking obligations, duties, and responsibilities into consideration.
Giving Appropriate Feedback	Effective feedback requires consideration and forethought. This challenge focuses on methods for giving appropriate feedback.
Demonstrating Accountability in a Crisis Situation	In business, accountability can apply to the individual, the team, and the organization, and assigning responsibility under normal circumstances is a straightforward proposition. But deciding issues of ownership in a crisis situation poses a unique challenge.
Leader as Motivator	Motivating employees isn't easy. This Challenge examines what leaders can do to create workplace environments where people feel motivated.
Managing Conflict	While often considered destructive, conflict can prove beneficial if properly managed. This challenge focuses on methods for managing conflict.
Leading Innovation	Ideas don't come from thin air. This Challenge focuses on the on-going process for brainstorming and developing innovative advances.
Hiring Strategic Thinkers	Business strategy requires long-range planning. And to think strategically, effective business leaders must possess both logical and creative insight to be able to plot the future course of their company. This Challenge Series exercise focuses on how to identify and select truly strategic thinkers.
Using Financial Analysis for Credit Decisions	Potential new customers often ask for credit lines as a condition to signing on the dotted line. This Challenge examines the financial analysis involved with making effective credit decisions in such situations.
Developing People	All companies need to develop their employees. This Challenge examines how organizational restructuring can provide development opportunities.
The Emotionally Intelligent Leader	Effective emotional competence requires focused self-development. This challenge examines the skills and attitudes necessary for mastering emotions in the workplace.
Managing Diversity	Leveraging diversity is a key for all organizations. This Challenge examines how diversity elements relate to business strategy.
Influence and Persuasion	Influencing and persuading others requires careful planning. This challenge explores focused methods of verbal influence and persuasion.
Developing Employees through Delegation	Skillful delegation creates a true win-win situation: It allows managers to leverage their strengths and focus on strategy while giving team members opportunity to learn and grow. This Challenge Series exercise focuses on how to best develop employees through the practice of delegation.
Setting and Managing Priorities	Prioritizing is an essential skill for any manager. This challenge considers methods for selecting and setting goals.
Evaluating Globalization Opportunities	Worldwide markets provide access to increasing numbers of consumers and offer potential for production efficiencies. This Challenge looks at the requirements for an effective globalization strategy.
Creating a Customer-focused Organization	This Challenge Series exercise considers the many ways that business organizations can serve their customers - internal and external.
Succession Planning and Management	Every company should have a succession plan. This Challenge examines common organizational succession planning strategies.
Dispute Resolution in International Contracts	Complex business arrangements require complex contracts. And signing agreements with international companies adds further complication. This is especially true when conflicts arise and no pre-arranged method for dispute resolution has been selected. In this Challenge Series exercise, learners must assess the facts of an international dispute and recommend how their company should address the problem: litigate, arbitrate, or mediate.
Increasing Competitiveness through Collaboration	Most companies are constantly striving to boost their competitiveness. This challenge examines collaborative strategies that companies can use to increase competitive edge.
Surviving the Talent Crunch	Attracting new talent and reserving knowledge capital are crucial to the survival of any organization. This challenge explores avenues for getting ahead of a talent crunch.
Choosing the Right Team Culture	Every company has its own unique corporate culture, and work groups have their own cultural norms, too. This Challenge highlights three of the more common organizational culture types and allows learners to explore which is the most suitable under prescribed personal conditions.
Interpersonal Communication: Communicating with Confidence	Are you reluctant to voice your opinions to your colleagues for fear they'll be judged negatively? Do you find yourself avoiding awkward communication situations? Confident interpersonal communication skills are essential for healthy and successful relationships, whether personal or professional. Once you've learned how to apply them, these skills enhance your influence and help you achieve your goals. Communicators have an enormous advantage if their relationships are based on rapport-building trust and credibility. But trust and credibility are not the only essentials. You also need to use specific communication behaviors to project confidence in all your verbal and nonverbal interactions.

Course	Description
Interpersonal Communication: Targeting Your Message	Author and communication expert Anthony Robbins once said, 'To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.' In other words, understanding who you're talking to is as important as understanding what you're trying to communicate. Additionally, it is important to understand the role the medium, context, and other variables have on the communication process so you can optimize factors that are under your control. To confirm that your message got through, the final step in the communication process is asking for and reviewing feedback from your audience.
Interpersonal Communication: Listening Essentials	Sir Winston Churchill said 'Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.' Effective listening takes more than just courage; it also takes constant learning and practice. To prepare for effective listening, you need to identify and overcome the barriers that stand in the way of effective listening. You also need to be an attentive, empathetic, and active listener. When you engage in the technique of active listening, you focus your attention completely on the speaker, listen carefully for meaning, then use feedback to verify that you've correctly understood the communication.
Interpersonal Communication: Being Approachable	Walking into a meeting surrounded by unknown faces, going to conferences, attending work events, starting a new job, and even going to social gatherings can be daunting, especially if you don't know anybody who will be there. Perhaps you worry about being ignored or not connecting with anyone and dread that awkward feeling of standing alone, off to the side. Do you wonder why people seem to be drawn to certain individuals in the room? Those individuals probably faced the same feelings of uncertainty entering the room as you did, but the difference may be that they appear to be more approachable than you do. Approachability involves conveying your willingness to reach out and invite others in by initiating contact, making yourself available, and building rapport.
Working with Difficult People: How to Work with Aggressive People	Aggressive people are arguably the most difficult type of people to work with. Hostile-aggressives are openly pushy and can easily intimidate people; passive-aggressives work behind the scenes with hidden agendas. No matter which type of aggressive behavior you have to deal with, aggressive co-workers can easily ruin your day or ruin a project with their behavior. In order to limit the negative impact aggressive people can have, you need a set of tools and techniques at your disposal suited to the particular type of aggressive person you may be dealing with.
Negotiation Essentials: Planning for Negotiation	It's true that negotiating can sometimes seem a daunting task. But if you're properly prepared, you'll likely reach an outcome that benefits both you and the other party without too much stress. If you've ever gone into a negotiation without preparing, it's likely that you were reactive and unfocused, and you may have ended up with a less than desirable outcome. Proper planning would have given you the direction needed to do effective problem solving at the negotiation table. Thinking carefully about what you want to achieve, as well as what the other party wants, will pave the way for a smooth and successful negotiation. You will know which terms are acceptable to you and which are not, and you will be ready for objections from the other party. This course describes key considerations when preparing for a negotiation. It also covers how to prepare for likely compromises you'll need to make, and how having alternatives to a negotiated agreement and knowing your 'walk away' point can make negotiations go smoother.
Negotiation Essentials: Communicating	If you want to achieve a successful outcome in a negotiation, you need to communicate well. And this means not only being clear in how you deliver your message but also ensuring the other party feels understood. You need to actively and skillfully create a connection with the person you're negotiating with. Otherwise, you won't ever reach an agreement.
Negotiation Essentials: Persuading	Successful negotiators have the ability to persuade others that their interests are important. But they don't achieve this by ignoring the interests of the other party. Instead, they frame and adapt their interests to reflect the other side's viewpoint.
Customer Service Fundamentals: Building Rapport in Customer Relationships	Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customer, understanding their situation, and providing an empathetic ear for them to voice their concerns. Building rapport can lead to great customer relationships between individuals as well as the company they represent.
Customer Service in the Field	How do you make a good impression when providing customer service in the field? When you meet customers on their turf, your initial meeting forms the basis for their overall impression of you, your abilities, and your company. You can enhance the impressions you make in the field by using a few tried-and-true techniques, including being prepared, practicing customer recognition, and employing active listening so the customer feels reassured by your presence. To kick off your face-to-face service meeting, you should try to start on a positive note, clearly set the expectations for resolution time and scope, and help customers fully understand your products and services, as well as your intentions. This skill-building course takes your customer service proficiency up a notch toward excellent customer assistance.
Customer Service over the Phone	Can you hear a smile over the phone? When you're providing customer service over the phone â€" without the benefits of face-to-face interaction with your customer â€" it can be challenging to establish the right relationship for excellent service. Just like for face-to-face customer service, there are many techniques for service over the phone that can help you to consistently deliver the best customer service.
Internal Customer Service	Do you know who your customers are? In a customer-focused company, everyone knows they are responsible for excellent external customer service, but who meets the needs of internal customers? Whether you realize it or not, when you do things to help other people within your company do their jobs better, you are providing internal customer service. Internal customer service occurs every time you or a colleague requires information or a service from someone else within the company, and the quality of that service often has a huge impact on the overall quality of service delivered to external customers.
Sarbanes-Oxley: What You Need to Know	Sparked by a wave of dramatic corporate and accounting scandals, the Sarbanes-Oxley Act was signed into law on July 30, 2002. The law is intended to protect investors by improving the accuracy and reliability of corporate disclosures required by law, and to enforce compliance by making both corporations and individuals accountable for their actions via administrative, civil, and criminal enforcement mechanisms. Sarbanes Oxley provides the most forceful protections to date for corporate whistleblowers: it prohibits retaliation against whistleblowers, reinforces the act of whistleblowing, and requires public companies to adopt a code of business ethics and protocols for receiving and reviewing reports of fraudulent activities.
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens	Many people come to the United States in search of employment opportunities. While many of these people enter the country legally and have authorization to work here, there are many others who reside in the US illegally. Section 274A of the Immigration and Nationality Act (INA) requires employers to hire only individuals who are legally eligible to work here. The I-9 form is the key to compliance with this requirement. It protects employers from knowingly hiring employees who are not authorized to work in this country. The law requires employers to verify the individualâ€™s eligibility for employment by requiring the employee to produce documentation that verifies who they are, and that they are authorized to work in the US. This requirement applies to all employees â€" US and non-US citizens alike. Therefore, it's important to understand the requirements to be able to comply with the law. This course provides an introduction to I-9 compliance, focusing on the purpose of the form, who must complete it, when to complete it, how to use it to verify employment, and the legal compliance requirements associated with the law. It also provides a brief discussion about employing non-US citizens.
Managing Change: Understanding Change	'To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly.' This is a quote by Henri Bergson, a nineteenth century French philosopher. Since the nineteenth century, the pace of change in all aspects of our lives has become faster and faster and responding to change well is a necessity in today's competitive business environment. Leaders and managers, regardless of industry or organization, require a clear understanding of how important organizational change is in order to propel their organizations forward.
Managing Change: Building Positive Support for Change	It's often said that people don't like change. But when it comes to organizational change, employees are genuinely interested in making things better â€" an improvement in processes, systems, functions, or services most likely translates into direct improvements for the employee too. But employees cannot support change and recognize its benefits without first understanding how it impacts their tasks, processes, or roles. Employees â€" and people in general â€" empowered with knowledge, understanding, and a clear vision of the future state will not only welcome change, but embrace it.
Managing Change: Dealing with Resistance to Change	Change is inevitable in an organization, but, the process of adapting can be painful. Organizational change can cause anxiety and upheaval, and when it does, it's no surprise that employees show resistance. Resistance behaviors can vary from individual to individual and they are often unproductive. While managers may be tempted to deal with behaviors directly, rather than tackling symptoms of resistance to change, managers must deal with the source of those symptoms. They must first understand the mixture of emotions and thoughts that come with change, identify the underlying causes of employee resistance, and then use techniques to address those root causes. When the root causes are addressed, behaviors that show resistance to change will fade.
Managing Change: Sustaining Organizational Change	Decisions to transform an organization are vital to the health of the business, and organizational change efforts are often made to improve service, streamline operations, and of course improve the bottom line. After such a transformation in your organization, how do you engage, excite, and support the biggest driver for success in your organization - your people? How do you manage your people after organizational change so that, as a team, they support and maintain the benefits of change initiatives?
Business Coaching: Building the Coaching Relationship	Establishing a positive and respectful coaching relationship is integral to the success of your coaching efforts. It lays the groundwork for accomplishing the goals you and your coachee set.
Configuring Mobile Computing in Windows 7	Remote access and remote security are fundamental aspects of IT environments. From small remote telecommuter offices, to enterprise networks, remote access and the security to make them viable are everyday concerns in modern networks. This course examines BitLocker, offline file support, caching servers, DirectAccess, VPNs, and Network Access Protection. This course maps to exam 70-680: TS: Windows 7 Configuring. This exam is required for the certification MCTS: Windows 7, Configuration.
Monitoring, Backing Up, and Restoring Windows 7 Systems	System management and configuration are major tasks in the IT world. Making sure that computers are up to date, running smoothly, and configured properly are daily activities of IT staff members. This course examines how updates, performance settings, power and processor options, disks, and backup and recovery are configured, managed, and monitored in Windows 7. This exam is required for the certification MCTS: Windows 7, Configuration.
Getting Started with Windows 7	The latest Microsoft operating system, Windows 7, is efficient, fast, and available in a variety of editions to suit different business and personal computer needs. This course introduces the main features of Windows 7 and provides an overview of the desktop, including the taskbar and the Start menu. It also demonstrates how to manage files and folders using Windows Explorer and how to use Windows Search to locate files and folders on your computer.
Setting up and Securing Windows 7	Windows 7 provides tools that enable users to easily manage and maintain the operating system, programs, printers, and system and personal files. This course demonstrates how to use the Control Panel to install and manage programs and printers, and it shows the role User Account Control plays in security. This course also demonstrates how to use Backup and Restore, system protection, power plans, and the Action Center to ensure the computer is properly maintained.
Customizing Windows 7	Windows 7, Microsoft's newest operating system, enables users to customize their Windows experience by modifying and adjusting many of the features that Windows 7 provides. Using Windows 7, you can change the programs that appear on the Start menu and taskbar, and how they appear, which ensures quicker access to features and programs you use most. Windows 7 also provides different desktop themes and gadgets to personalize and enhance the Windows 7 interface. This course introduces customization in Windows 7 and provides detailed instructions that enables you to customize the desktop, Start menu and taskbar. So instead of working with the generic Windows 7 interface, you can work in a customized way that improves your productivity and user experience.
Optimizing Your Work/Life Balance: Maintaining Your Life Balance	You have the knowledge to assess current work/life balance and overcome internal and external obstacles to achieving balance. You know where you are and where you want to be, but now what? How do you achieve and maintain that balance? How will it be affected by external factors and behaviors?
Optimizing Your Work/Life Balance: Taking Control of Your Stress	In 'Occupational Stress,' Stephen Palmer wrote 'Stress is the psychological, physiological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health.' Are you constantly adding items to your to-do list and it seems like your list never shrinks? Are you feeling overwhelmed at work and at home? Are you afraid that stress is starting to negatively impact your health and relationships? Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. And while you may not always be able to control the external events that are causing you stress, you can control your reactions to them and how you handle them.
Diversity on the Job: The Importance of Diversity and the Changing Workplace	Imagine for a minute that you work in a place where everyone is the same. All of your coworkers are of the same ethnicity, gender, educational background, and socioeconomic standing. You work with a group of people essentially cut from the same cloth, so where will new ideas come from? How will the group have the ability to understand things from a different point of view? Without diversity in the workplace, organizations run the risk of becoming monocultural and only viewing things from a very limited perspective. The organization provides the structure for operation of the business and often defines the culture, but it's the individuals interacting within the organization who carry out the mission of the organization.
Diversity on the Job: Diversity and You	Just as organizations must respond to demographic and social changes that introduce new languages, cultures, values, and attitudes to the workplace, so must you as an individual. To understand and appreciate diversity, you must develop an understanding of yourself and the ways in which you and others view the world. Your ability to use a variety of strategies to effectively deal with diverse situations in and out of the workplace is very important. Equally important is the ability to share these effective strategies openly, to leverage the diversity that exists within the organization.
Managing Your Career: Leveraging the Performance Appraisal	The performance appraisal process just may be the most valuable tool you have to advance your career. Unfortunately, employees often don't recognize the opportunities they have to benefit from their performance appraisals. Instead, they regard the whole process as something to dread and avoid. They frequently misunderstand the feedback they're given and refuse to see the appraisal as a career enhancement tool.
Time Management: Analyzing Your Use of Time	Do you have too much time on your hands? With all of the pressures of modern life, so few people today do. In order to preserve your time, you have to know how to manage it. And the first step in learning how to manage time well is to understand how you make use of it now. This will help you determine where can you be more efficient.
Time Management: Planning and Prioritizing Your Time	Managing time effectively entails analyzing your goals, breaking those goals into tasks, and then prioritizing those tasks. This isn't always easy or clear cut, given the number of tasks you may need to complete. But if you set clear and measurable goals and then develop an effective to-do list, you'll find prioritizing your many tasks is easier. And, in the end, you'll manage your time better.
Time Management: Avoiding Time Stealers	Time is a precious, non-renewable resource â€" how effectively you use it will determine success in both your career and personal life. The greatest squanders of this valuable commodity are time stealers â€" that multitude of annoyances, trivial tasks, and administrative duties that can easily consume your days. Moreover, you may find that some of your own behaviors affect how well you manage time. For example, you may be a procrastinator, or you may find it difficult to say no to requests to take on more work. Such behaviors can reduce your efficiency, as well as create unnecessary stress for you.
Problem Solving: The Fundamentals	'The problem,' says author and psychiatrist Theodore Rubin, 'is not that there are problems. The problem is expecting otherwise and thinking that having problems is a problem.' A problem is a question or situation that presents doubt, perplexity, or difficulty. It's an issue that needs to be corrected or overcome in order to achieve a desired state. Problem solving involves goal-oriented thinking and action in situations for which no ready-made solutions exist.
Problem Solving: Determining and Building Your Strengths	Achieving your problem-solving goals typically involves applying problem-solving skills and tools through various steps in an established problem-solving process. Whatever you think of your current problem-solving skills, it is always possible to improve upon them, and even to develop new skills. To improve, you first need to assess your existing problem-solving style, identify your strengths and weaknesses, and develop an ongoing strategy for sharpening and building your skills. You also need to recognize the key barriers that lie in the way of effective problem solving â€" your biases â€" and develop techniques for reducing their impact on your ability to solve problems.

Title	Description
Problem Solving: Digging Deeper	Norman Vincent Peale, who stressed the need for analyzing a problem at a granular level, once said, 'When a problem comes along, study it until you are completely knowledgeable. Then find that weak spot, break the problem apart, and the rest will be easy.' A fact-based, honest analysis happens at two key steps in the problem-solving process: first when you analyze problems to identify the root causes, and then, when you evaluate and analyze potential solutions to determine the one that has the maximum chance of success. Several tools are used for analysis and evaluation at each of these steps. Examples of tools that help find the root causes of the problem are the cause-and-effect diagram and five-why analysis. Cost-benefit and force-field analysis help in choosing the best solution.
Decision Making: The Fundamentals	To emphasize the need of a formal decision-making process, C. Wright Mills, an American sociologist and author, once said, 'Freedom is not merely the opportunity to do as one pleases; neither is it merely the opportunity to choose between set alternatives. Freedom is, first of all, the chance to formulate the available choices, to argue over them â€" and then the opportunity to choose.' It's been estimated that most human beings make thousands of decisions in the course of an average day, many of which are unconscious decisions. It is important for your personal and professional success that you become an effective decision maker. This involves following an established decision-making process and adapting your decision-making style to suit different situations.
Decision Making: Tools and Techniques	Napoleon Bonaparte once said, 'Nothing is more difficult, and therefore more precious, than to be able to decide.' Good decision making means choosing the course of action that optimizes the return on your investment of resources. But before you can make a good decision, you need to first identify and evaluate your alternatives. Fortunately, a number of tools and techniques are available that can help you to formalize the process of identifying alternatives, carefully evaluating them, and finally making the best decision possible with the information available to you. These tools multiply the power of your most important assets in good decision making: your intelligence and common sense.
Decision Making: Making Tough Decisions	Making decisions in your personal and professional life is not always easy, especially when you're dealing with an uncertain or unknown future. And there are many situations that can make decision making particularly challenging, such as when you have to weigh very similar or very disparate alternatives then make compromises and trade-offs between them. Another situation is when you have to determine whether to trust logic, intuition, or some combination of the two.
Web Development Fundamentals	This course will provide an overview of the concepts and skills necessary to design and publish a web site. It will cover how to use HTML and CSS to develop web site content. It will also provide an overview of the role of languages such as DHTML, XHTML, XML, and JavaScript in web site implementation. It also introduces the user to advanced web techniques such as developing for mobile devices, client and server scripting, and how to manage and connect to databases. This course is part of a series in the designing, developing, and hosting a web site path.
Internet Site Development	Planning and designing sites based on customer requirements is an essential aspect of web development. This course covers the key aspects of planning and designing sites for users, ensuring that sites have gone through site functionality testing, and also explores the use of active content and multimedia in site development. This course is part of a series in the designing, developing, and hosting a web site path.
Web 2.0 Fundamentals	Web 2.0 technologies including RSS feeds, blogs, and wikis provide powerful ways to access site information and enable users to participate and collaborate in the creation of site content, rather than being passive users of a web site. This course provides an overview of what Web 2.0 is and the role that the Web 2.0 technologies play. Specific topics covered include an introduction to Web 2.0, the impact of social networking, and Web 2.0 development technologies including HTML, XML, JavaScript, Ajax, mashups, SOAP, web services, and Representational State Transfer (REST) services. This course is part of a series in designing, developing, and hosting a web site path.
Giving Feedback	The performance of any organization depends upon the performance of every individual. Giving feedback is a necessary skill and can involve anyone in an organization, whether it is manager-to-report, peer-to-peer, or report-to-manager. There are generally two types of feedback: positive feedback for reinforcing positive behavior, and corrective feedback for correcting negative behavior. The purpose of this course is to help you improve your skills in giving both types of feedback. The course starts by exploring the importance and purpose of feedback in general, and then discusses both positive and corrective feedback. You will also learn a three-step process for giving feedback, and will have a chance to practice giving feedback using this three-step process.
Giving Constructive Criticism	Feedback is an essential element of successful businesses. Everyone benefits from the exchange of meaningful, constructive criticism. But giving criticism that is constructive rather than destructive can be one of the most important and difficult skills to learn. Given thoughtlessly, without proper preparation and consideration, it's likely to be ignored by the recipient, or worse yet, give offense. On the other hand, when given properly, constructive criticism given by a manager to an employee, or from a team leader to a team member, is a powerful tool for improving performance and increasing productivity. This course starts by exploring the key differences, the effects, and the importance of giving constructive criticism as opposed to destructive criticism. You will then learn a three-step process for giving constructive criticism effectively and have a chance to practice using it in a RolePlay that simulates a realistic work scenario.
Receiving Feedback and Criticism	We all need feedback so that we can learn and improve. Sometimes feedback is on target, and its usefulness is apparent. Other times it may not be as easy to receive. Being able to receive feedback and criticism appropriately without getting your emotions involved is an essential skill for success in the business world. People in an organization need to be able to receive corrective feedback effectively, whether from someone in authority, a direct report, or a peer. Doing so allows you to better understand your colleagues' concerns, calm potentially heated exchanges, and solve issues efficiently.
What is Emotional Intelligence?	Do you pay attention to your emotions and the feelings of those around you? The answer to this question can help you discover how in tune you are with your emotions and help determine your emotional intelligence quotient, or your EQ. Your emotional intelligence quotient is your capacity to reason and analyze emotional information. Becoming aware of your emotions can help you become attuned to your own needs and the needs of others, and can help you make better decisions and develop better relationships.
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	Emotional intelligence is the ability to recognize and deal with emotions in a healthy and productive manner. Many people don't realize that their emotions are determined by what they think, and that concrete self-management techniques exist for gaining control of feelings. Emotional intelligence involves being aware of and managing emotions within your relationships with others. But before you can recognize others' emotions and manage your relationships, you must have a firm sense and control of your own feelings.
Using Emotional Intelligence on the Job	Putting emotional intelligence to work is an emerging trend in the corporate world. Developing the best talents in executives, managers, and employees throughout the organization has become vital to workplace success. Intellectual knowledge is no longer enough; you must also have the interpersonal competence that comes with emotional intelligence.
Culture and Its Effect on Communication	Effective communication is always a challenge, and when diverse cultures are introduced, good communication can become even more challenging. In todayâ€™s global economy, understanding how context, style, beliefs, and value systems influence the way we communicate and decode others' messages is more important than ever.
Communicating Across Cultures	Communicating effectively across cultures can be very difficult. Not only must you pay attention to the cultural distinctions of your audience and adjust your style to them, but you also need to adjust your style to different forms of communication.
Improving Communication in Cross-cultural Relationships	Cross-cultural communication has assumed even greater significance in the current global business context where people from diverse cultures share common business goals and working spaces on a day-to-day basis. It is essential for a skilled communicator to recognize and deal with cross-cultural differences and other barriers in the way of communication across cultures. To this end, building positive relationships can go far in making cross-cultural communication more effective.
Working with Difficult People: Identifying Difficult People	Inevitably, we all encounter difficult people in the workplace. Dealing with difficult people can lead to feelings of frustration or even intimidation. If you know the right techniques, though, dealing with even the most difficult person is possible. In order to deal with difficult people, first you need to know what kind of difficult person you're dealing with so you can use the right technique for the right 'difficult' type.
Working with Difficult People: How to Work with Procrastinators	Nobody likes it when they have to take up someone else's slack. Perhaps you've been in this situation: a coworker said something would get done, but when the deadline was up, it turned out this person somehow never managed to get around to it. There are a variety of reasons for procrastinators behaving the way they do, but whatever the reason, having procrastinators in the workplace is frustrating and can end up causing even more work for you. To limit the negative impact procrastinators can have in the workplace, you need a set of tools and techniques at your disposal suited to the particular type of procrastinator you may be dealing with.
Working with Difficult People: How to Work with Manipulative People	Have you ever dealt with someone at work who tried to get you to agree to something you really didn't want to do? Some people just seem to want things their way, even if it is not the best for the team or organization. During your career, it is likely that you'll come across coworkers who use manipulation to get what they want, and it may be difficult to avoid them. To ensure you don't get caught up in their games, you need to be able to recognize when you're being manipulated and to have the necessary skills to deal with the manipulative behavior.
Working with Difficult People: How to Work with Self-serving People	Have you ever worked with someone who seems to have an ego the size of a car? Do you ever find yourself having to listen to someone else gossip about other office mates? Self-serving people try to make themselves the center of attention at the expense of others and their habits can be quite destructive. If you work with self-serving people, you need to have the skills required to cope successfully with these individuals.
Working with Difficult People: Dealing with Micromanagers	Every office seems to have one â€" a person who seems to control every aspect and every detail of any situation or project they're involved with. Whether the motivation comes from a desire to ensure success or simply a need to be the center of attention, micromanagers generally do more harm than good.
Getting Results without Authority: Persuasive Communication	Communicating persuasively is key when you want to get results in situations where you don't have direct authority. To communicate persuasively, it's important to think from the other person's perspective. How and what you ask, and the sincerity of your concern for addressing the other person's interests, will smooth the way to getting the results you need.
Getting Results without Direct Authority: Reciprocity	One way to get results without authority is to leverage the law of reciprocity. For example, you help someone with a difficult analysis and that person in turn helps you put together a presentation. Or you support a colleague in a meeting, and later you get a key role in that colleague's project. For any trade to be successful, though, you need to know what others need and what resources you have to offer them that match those needs. Then the trade will be a valuable one. This course describes how to develop an effective give-and-take strategy so you can influence others to get the results you need. It also covers some possible objects of trades valued by others and available for you to offer. In addition, it discusses some of the different trading approaches you can take in different situations.
Getting Results without Direct Authority: Influencing Your Boss	The idea that you can influence your boss may seem at odds with a traditional view of the boss-employee relationship. But you know best how you want to be managed to reach your goals, and if you focus on building a partnership with your boss, you will find that you have more influence than you think. In this course, you'll learn how to build influence with your boss by understanding his or her situation, and knowing what you can offer that benefits both your boss and you. You'll also find out how to influence your boss to get more responsibility or more direction when you need it.
Listening Essentials: The Basics of Listening	Do you feel the need to better understand the basic meaning of a conversation, or a presentation given at the workplace? What about the need to identify what is being said to you in a more effective manner? Although relatively straightforward in theory, the process that transforms effective listening into successful communication requires great skill, awareness, and practice.
Listening Essentials: Improving Your Listening Skills	There are many factors and variables that influence the way we listen. Listening to understand and being able to truly identify what is being said to you is often easier said than done. Internal and external roadblocks can interfere with how we listen and interpret the information communicated to us.
Negotiation Essentials: What Is Negotiation?	Everyone has to negotiate at some point in his or her life. Strong negotiations skills can be survival skills, both in and out of the workplace. But being able to negotiate successfully requires that you understand some of the basic concepts of negotiation. Negotiation has been described in many ways â€" getting what you want, reaching an agreement, influencing others, and bargaining. However you think of it, though, negotiation is a process in which two or more parties with different needs and goals work together to find a solution that is acceptable to all. This course defines negotiation and describes actions that can help you negotiate successfully. It also discusses two types of negotiation â€" distributive and integrative â€" that you will typically encounter in business. And finally, this course covers styles of negotiating.
Negotiation Essentials: Avoiding Pitfalls in Negotiations	Negotiations can be tough. But keeping your wits through pressure and problems can lead to breakthroughs and success. Negotiations commonly fail because poor approaches and tactical blunders create additional stumbling blocks to overcome. Negotiators need to be aware of the kinds of actions or attitudes that can hinder the achievement of an agreement. But they also need to understand tactics the other side may use to create a negotiating advantage. This course describes how to overcome common errors in negotiating. It also covers strategies for dealing with difficult negotiating tactics from the other side. Finally, it outlines how to diagnose barriers to agreement.
Customer Service Confrontation and Conflict	How do you handle angry and confrontational customers? One of the most challenging, and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques such as letting the customer vent, and expressing empathy towards the customer's situation, you can usually defuse tense situations without incident.
Shaping the Direction of Customer Service in Your Organization	There are several defining moments or moments of truth that can make or break every service transaction. To successfully navigate these moments of truth, it's important for service organizations â€" and specifically customer service leaders â€" to add value to a customer's experience by creating and implementing strong, clearly-defined service standards. To implement effective standards and strategies, it's crucial that you stay attuned to customer needs and expectations, building a dynamic, adaptive service strategy based on input such as market research and customer feedback.
Basic Accounting Principles and Framework	Accounting and finance are the universal languages of business, and their functions form the core of most organizations. The accounting function sets up the bookkeeping system, monitors it, prepares and presents the financial statements to management, and interprets them as needed. Bookkeeping is a part of the accounting function and involves the mechanical aspect of recording, classifying, and summarizing transactions in account books and posting them to respective financial statements. Apart from the statutory importance, accounting data is very critical to any organization's decision and control system. Managers, decision makers, external stakeholders, and interest groups take the basic accounting data, mix them with other external and supplementary information, and produce meaningful information used for decision making and control purposes.
The Accounting Cycle and Accrual Accounting	Accounting involves recording, summarizing, and presenting financial transactions. You need to analyze transactions before recording them in daily journals. Organizations use a variety of accounts, called general ledgers collectively, to record transactions in a number of business areas. A chart of accounts lists all these accounts in the general ledger. All individual accounts are then compiled, totaled and verified for correctness, and then presented as financial statements to the organization's internal and external users. As in most other things, timing is of prime importance in accounting, specifically in recording transactions. Most organizations record revenue or expense transactions when they actually take place â€" known as accrual accounting. Others do it when money actually changes hands â€" known as cash accounting.
Accounting Transactions and Books of Account	Bookkeeping is a critical accounting activity that provides the solid foundation on which an organization stands. The correctness and integrity of the financial statements that an organization produces largely depend on the correctness and integrity of its bookkeeping activities. Journalization and posting to ledgers are the two core bookkeeping activities. The journals are where all transactions are first recorded on a daily basis. Information from a journal is then posted to the ledgers to update each account. Various accounts in the ledgers are then summarized, tested, and validated, and used for producing financial statements at the end of an accounting period.
The Income Statement	Financial statements show the financial performance of an organization. They are comprised of the Income Statement, the Cash Flow Statement, and the Balance Sheet, and are used both internally and externally by a variety of users. The Income Statement can also be referred to as profit and loss statement or statement of operations, and is one of the most important financial statements. It shows the profitability of a company during a specified accounting period.

Course	Description
Principles of Accounting and Finance for Non-financial Professionals	Finance and accounting are at the heart of every business. These functions deal with recording, summarizing, and analyzing financial information across all departments for decision making, directing, and controlling their resources and activities. Every activity or non-activity in an organization has financial implications and financial acumen is expected at every organizational level. Professionals and functional managers in every department and functional area should have a certain amount of comfort and familiarity with the basic accounting and financial concepts, processes and practices so that they can use it to better manage and control their activities and make decisions that support organization's larger goals.
Cash Flow Management Essentials for Non-financial Professionals	Cash flow management involves monitoring, analyzing, and adjusting your business's cash flows to maintain a steady flow of cash available for your activities when needed. Sustaining working capital while managing the flow of cash is often a challenge with many businesses. Sale of goods and services results in cash coming in, while paying bills, taxes, dividends, and the repayment of loans result in cash going out.
The Time Value of Money and Investment Decisions for Non-financial Professionals	The notion of Time Value of Money is at the foundation of many financial decisions and activities in an organization. Regardless of your functional or departmental role, you may be required to choose between investment options in assets, plants and equipments, new businesses, advertising campaigns, employee training, or technology, based on their future cash flow expectations. It is important for you to make sound financial decisions to allocate your organization's resources most effectively and ensure the best return possible on them.
The Essentials of Budgeting for Non‑financial Professionals	Professionals and functional managers in every department deal with budgets one way or another for providing targets and direction in their day-to-day decision making and control activities. The budget is a formal expression of the plans, goals, and objectives of an organization and familiarity with the essentials of the budget is expected at every level within that organization.
Analyzing Financial Statements for Non-financial Professionals	Financial statements of an organization often conceal more than they reveal. Being able to analyze them and extract meaningful information is an essential skill that financial as well as non-financial professionals should have. Ratio analysis can be used to determine relationships between two elements of the same financial statement or between one element of one financial statement and another element of a different financial statement. This type of analysis can also be used to compare your company's performance to a number or key indicators, including your competitors, industry averages and benchmarks.
The Telecommunications Industry Overview: Version 3	The Telecommunications Industry is to the modern world what the central nervous system is to the human body. Made of a complex set of sectors and subsectors and a variety of stakeholders, this industry builds, maintains, and operates networks to supply an essential service to customers globally. The industry players produce communication equipment and deliver a set of voice, data, and broadband services using wire line or wired infrastructure of cables, networks, servers, computers, and satellites. This industry is highly sensitive to the slightest change in regulatory, technological, and economic factors and has its own share of challenges largely stemming from these factors. With wireless and broadband providing the needed momentum to their growth, the industry players adopt unique strategies to overcome these challenges and move forward to connect people to people and organizations.
The Health Care Industry Overview: Version 3	The health care industry is one of the largest industries in the world, and it has a direct effect on the quality of life of people in each country. The industry is under constant pressure to improve the quality of its delivery, streamline operations, and cut costs, while providing safe, affordable, and cost-effective care. Operating in a highly sensitive and regulated environment, industry players need to constantly adjust their strategies and processes to meet the ever-increasing demand and compliance requirements. As a result, they are constantly looking at ways to eliminate inefficiencies in the value chain, to address issues of access, to improve quality, and to reduce cost.
The Insurance Industry Overview: Version 3	Comprised of a variety of stakeholders, the Insurance industry provides products and services that are designed to protect businesses and individuals from risks. The industry players deliver risk coverage, while attempting to manage their own risks in an environment that is subject to regulatory requirements, competitive forces, margin pressures, and changing customer demands. Insurance companies adopt unique strategies to overcome these challenges and to propel growth and market share in a global environment.
The Banking Industry Overview: Version 3	The banking industry is a vital component to individual, business, national, and global financial well-being. This industry builds and maintains financial relationships with customers of all sizes to supply financial products and services that stimulates economic growth. The industry players produce an assortment of services from savings accounts to home and business loans and mortgages, and from check cashing to underwriting. This industry is sensitive to regulatory, technological, and economic factors and has its own share of challenges largely stemming from these factors. With emerging markets changing the landscape of global economic wealth and new generations of customers demanding faster and more innovative products, the industry players adopt unique strategies to overcome these challenges and move forward to deliver financial objectives to people and organizations.
The Oil and Gas Industry Overview: Version 3	The oil and gas industry is a key player in supplying the world's energy, transportation, petrochemical, and fertilizer needs. Comprised of both national and independent oil and gas companies, the oil and gas industry supplies the products needed to heat homes, provide transportation by running engines in motorized vehicles, increase food production through fertilization, and create plastics for countless uses. The industry uses a supply chain to provide oil and natural gas products from locations around the world and deliver them to consumers throughout the world. Industry players adopt unique strategies to overcome the challenges of supplying a non-renewable resource by finding new resources with improved technological, business, and diversification strategies.
The Retail Industry Overview: Version 3	The retail industry provides consumers with goods and services for their everyday needs. Comprised of a variety of stakeholders, this industry offers customers the flexibility to buy products from around the world, which requires industry players to have a global supply chain that ensures their products can be cost-effectively sourced from various locations and delivered to individual customers no matter where they live. Industry players adopt unique strategies to overcome these global challenges in order to offer customers the right products at the right time for the right price.
Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	Finding the right person for the job takes a lot of work, and much of this work is done prior to the actual interview. Before you can even start looking for candidates, you need to create a description of the job you want to fill. How would you interview someone if you didn't know the responsibilities required for the job? A good job description, based on a thorough job analysis, will help you evaluate applicants' resumes effectively. You'll be able to compare the resumes against the requirements in the description and make effective decisions about who should be interviewed. This course describes the key components of job descriptions and how to use them to screen resumes. You'll also learn how to identify red-flag issues in the resumes you are screening.
Essentials of Interviewing and Hiring: Preparing to Interview	Conducting effective interviews is as much an art as it is a science. You need to use your instinct and discernment, but solid preparation is equally important. Preparing properly helps you evaluate candidates accurately and fairly, helps to create a positive impression, and shows that you are professional. It can also help you avoid common errors such as talking too much, or asking close-ended questions that tell you little about the candidate. Proper preparation can help you avoid legal troubles as well.
Essentials of Interviewing and Hiring: Conducting an Effective Interview	Proper preparation is crucial to ensure a good interview. But all your preparation will be useless if you don't follow some important guidelines when conducting the employment interview. Opening the interview properly and establishing a sound format are key. You must also be mindful of the functions of different question types and styles so you can use them effectively during an interview. Finally, you will want to close the interview on a positive note. This course describes how to proceed with a face-to-face to interview. It covers how to open an interview well, what types of questions to ask, and how to close the interview.
Essentials of Interviewing and Hiring: Behavioral Interview Techniques	Behavioral-based interviewing is becoming the norm as people realize its effectiveness in predicting what a candidate's behavior and performance are likely to be in the position for which they are interviewing. In behavioral interviews, you ask questions that get the candidates to describe how they handled real situations in the past. This enables you to find out not just what the candidates did but how they did it. Candidates can then be assessed based on actual behaviors that are related to the competencies for the job, rather than on possible or potential behaviors or performance. This course describes the characteristics of behavioral-based interviewing, how to develop behavioral-based questions, and then how to ask those questions effectively in an interview.
Essentials of Interviewing and Hiring: Selecting the Right Candidate	Selecting the final candidate for a job requires careful attention. Even though you're getting close to the end of the hiring process, you can't simply coast now. You need to manage the decision-making process in a disciplined and intelligent way. It's important to remain objective when assessing candidates, drawing on job-related data, rather than letting personal biases steer you away from your hiring criteria. Following a logical system in making your decision will mean you find the candidate who will make a strong contribution to your organization. This course describes how to evaluate candidates using a structured and objective process. It also explains how to effectively check references and make an offer.
Management Essentials: Directing Others	As a manager, your role is not only to supervise, but also to lead, develop, and direct your employees both individually and collectively to accomplish organizational goals. Understanding the essential responsibilities you have when directing others, and the practices you should employ in order to meet those responsibilities, will lead to you fulfilling your duties and realizing the potential of your entire team.
Management Essentials: Developing Your Direct Reports	A main goal of managing is developing your direct reports. This involves not only coordinating their work in a way so your organization's business objectives are met, but also empowering them and providing opportunities for them to meet their own professional development objectives.
Management Essentials: Confronting Difficult Employee Behavior	As a manager, you will inevitably encounter direct reports who exhibit difficult behavior, which can disrupt entire teams and departments. It's your job to confront difficult behavior as early as possible to minimize the disruption. Whether they are blatant or less obvious, behavioral problems need to be addressed before they affect morale and productivity. If you ignore them, they will eventually affect your team, your company, and possibly even your career. Confronting behavioral problems as they arise can quickly get things back on track and can lead to a more positive work environment for all. This course introduces best practices for confronting your direct reports about their difficult behavior.
Management Essentials: Managing a Diverse Team	The population as a whole is becoming ever more diverse. Naturally, these societal changes are mirrored in the workplace. The most forward-looking organizations recognize the importance of managing a diverse workforce effectively. In turn, those managers who have the skills to lead a diverse team successfully are highly valued. This course describes what diversity is, including its benefits. It also covers how to prepare to manage a diverse team by understanding key diversity issues and setting ground rules. Finally, it delineates techniques for managing a diverse team.
Management Essentials: Treating Your Direct Reports Fairly	Most of us are taught from a very young age to treat everyone fairly, but what does fairness mean in the business environment? Specifically, what role does fairness play when managing people? To be a fair manager, one must be committed to the principles of justice and responsibility, and maintain accountability in the exercise of authority and power.
Management Essentials: Caring about Your Direct Reports	To manage well, you need to develop many different skills, among which is the ability to show care and appreciation for your employees. It's important to remember that the people who work for you have hopes, goals, and aspirations as well as fears, anxieties, and doubts. To have good relationships with your direct reports, you need to recognize their humanity and care about them as people, not just as employees.
Talent Management: Basics	Would you be able to define talent management if someone asked you what it was? And would you be able to explain why it should be a top priority for organizations? Talent management focuses on recruiting, hiring, developing, and retaining the right talent to drive an organization's performance. This course helps clarify talent management's key role in helping an organization perform at its peak. It introduces and defines talent management, describing key concepts related to it. It also points to why effectively managing talent is so important. In addition, this course identifies the key activities associated with talent management and describes the roles played by managers in implementing a talent management strategy.
Talent Management: Planning	Have you ever asked yourself how well your department or division manages talent? To determine this, you need to have a clear understanding of how your organization defines its workforce requirements and what processes are in place for attracting, developing, and retaining the right people. Then you can create a plan for meeting your talent needs that align with the overall goals of the organization. This course describes some of the challenges of managing talent, which you should keep in mind as you create your talent plan. It discusses how your talent needs are impacted by various factors in the organization. The course also describes the components of a talent plan â€" the road map for attracting and keeping the types of people your organization desires.
Talent Management: Acquiring Talent	Attracting and selecting talented individuals is key to the success of any organization. Once you've defined what the 'right' talent is for your particular area, you need strategies and tactics for attracting, recruiting, and selecting talented people. Talented people are drawn to an organization for numerous reasons, including the organization's image or brand, effective recruitment and selection strategies, and career advancement opportunities. This course describes two approaches to talent acquisition â€" hiring internally and hiring from outside â€" and explains the best situations in which to use each. It provides examples of how to implement an effective talent recruiting strategy and outlines how to conduct interviews that result in the selection of talented individuals who fit in the organization.
Talent Management: Developing and Engaging Talent	Organizations depend on talented employees to help them achieve their goals. But without a talent management strategy focused on keeping these employees engaged, they may be sending out resumes rather than working to achieve those goals. Employee engagement and commitment are key success factors for any organization. This course describes how to begin building employee commitment with an effective onboarding process that creates a positive first impression. It also covers how to create individual development plans that prepare employees for higher levels of responsibility and keep them challenged. In addition, the course outlines ways to engage employees so they continue to deliver superior performance.
Talent Management: Retaining Talent	Retaining talented employees is a constant challenge for any organization. The costs of turnover can be high. That's why talent retention is a strategic issue requiring focus, time, and resources. This course highlights the importance and benefits of putting effort into retaining talented individuals. It also covers ways to determine the causes of talent departure and effectively manage talent retention by using strategies that foster job satisfaction.
Transitioning from Technical Professional to Management	Moving from being a technical professional to being a manager is a career change requiring a shift in focus. Technical professionals are largely self-directed, whereas managers work through other people. These and other role differences require that technical professionals who are transitioning into management prepare effectively for the change in career. This course outlines steps a technical professional can take to make the transition into management smoother. It also describes the qualities that successful technical professionals typically possess and how these qualities are useful in a management role. Finally, the course introduces key competencies that people moving into a management role may need to develop.
Strategies for Transitioning to Technical Management	As you transition from being a technical professional to being a manager, your relationships with coworkers inevitably change. Before you were promoted, you were their colleague, but now you're expected to manage and lead them. How do you make the switch? This course describes strategies for establishing new relationships with former peers â€" a key part of making the transition into management. It also describes leadership styles you'll use in your role as manager and explains how understanding these different styles helps you deal with the many different kinds of situations and people you'll be expected to manage.
Managing Technical Professionals	Managing a team of technical professionals presents some unique challenges for even the most talented manager. Whether you have a technical background or not, you'll need to apply organizational, motivational, and leadership skills to address those challenges successfully. You'll also need to build a foundation of mutual respect and trust. In this course, you'll learn about the challenges of managing technical professionals, how to build trust with your technical team, and how to motivate technical professionals.
Introduction to Lean for Service and Manufacturing Organizations	Lean has its origin in the Japanese manufacturing industry in the 1980s as a waste reduction and improvement methodology. However, as it turned out, methods and principles of lean thinking spread to logistics, and from there on to the military and construction industries. Lean methods and principles have since been applied successfully across many other industries. Service and transactional industries that use Lean include healthcare, insurance, financial services and banking, call centers, government, IT, retail, and transportation.
Understanding Organizational Change	Change can be disruptive. A change in your life, whether good or bad, can create a period of uncertainty, stress, and anxiety while you adjust. And change at work is no different. You may question what's going on and feel like you have no control over the situation. But eventually, ideally, you'll see that the change brings a positive result for your own job, and your organization. A clear understanding of what organizational change is, and what to expect when dealing with it, can shorten the period of adjustment so you can get back on track sooner.

Embracing Organizational Change	It is normal to struggle when changes occur, but the proper coping methods can help you not only survive organizational change, but empower you to take control of your career, recognize new opportunities that come with the change, and propel your career forward.
Overview of Project Management (PRINCE2: 2009-aligned)	Project-based operations have become a key factor in today's business world. The importance of choosing a well planned and proven method for managing projects is a challenge for organizations across the board. If you think about it, almost every work effort is a project, from constructing a new building within a university campus to designing and delivering a new line of technology products. As projects become the primary method for getting things done and effecting organizational change, it is crucial to follow a recognized, accepted methodology for managing projects.
TestPrep PRINCE2: Foundation	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Project Organization, Planning and Risk (PRINCE2: 2009-aligned)	An effective project management methodology requires a foundation of core themes that allow Project Managers, Project Boards and project team members to organize and control the project management process. These themes are the building blocks of good project management. The project management methodology advocated by PRINCE2 includes seven themes: Business Case, Organization, Quality, Plans, Risk, Change and Progress. These methodologies are recognized as an international standard for process-based project management and are the accepted methods for project management in the UK.They include the best practices in project management and provide a flexible and adaptable approach to suit all projects. PRINCE2 is a project management method designed to provide a framework for a wide variety of disciplines and activities required within a project.
Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)	In a project management system, processes are the foundation upon which every other aspect of the system stands. Processes provide a controlling structure for establishing what to do and when to do it. The bulk of the project work is done during the stage-related processes, when Stage Plans are implemented and product creation and delivery is monitored, controlled and reported. Once the final product is signed off and delivered to the customer, there are also specific processes around ensuring the project comes to a complete and controlled close.
Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)	By definition, not all projects are the same. One of the defining characteristics of a project is that it is unique. Each project has a different team, a different customer, and a different location. And typically each product is unique in some way as well. Projects differ in terms of scale, complexity and culture. They can be a stand-alone entity or part of a programme of related projects. The key point is that there is a multitude of factors that affect how your project should be managed. As a result, there is no such thing as 'one size fits all' project management. The good news is that PRINCE2 can be tailored to suit any project environment you might work in. PRINCE2 is a flexible framework that can be tailored to any type or size of project.
Mentoring PRINCE2: Foundation	SkillSoft Mentors are available to help students with their studies for the PRINCE2: Foundation exam. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Assessing Nonrecurring Items in Income Statements	Understanding the nuances of income statements is critical for business analysts and investors. And of all the components of a balance sheet, nonrecurring items require special attention because of their temporal significance. This Business Impact explores two types of nonrecurring items: Unusual or Infrequent Items and Extraordinary Items.
Deconstructing the Balance Sheet	Balance sheets provide an overview of a business's financial standing. This impact explores the primary elements of a balance sheet.
The Art of Effective Coaching	Successful organizations employ coaching as means to improve performance. This impact explores the five steps of effective coaching.
Managing Fairly	Managing fairly does not necessarily equate to managing equally. This impact explores the difference between treating employees fairly as opposed to equally.
Communicating with a Cross-cultural	Cultural differences affect how people communicate in business. This impact examines pitfalls to avoid when communicating with a cross-cultural audience.
Conquering Career Stagnation	Many employees experience career stagnation. This impact examines strategies to overcome it.
The Angry Caller: What's Your Plan?	Dealing with angry callers is something every customer service representative and salesperson will face at one time or another. This Business Impact explores a four-step approach for making encounters with irate customers a productive experience.
Attracting and Retaining Talent	Even in a strong employer's market, it's critical that companies position themselves as employers of choice. This Challenge Series exercise explores how organizations can address retention and attraction issues in a crisis situation.
Competitive Awareness and Strategy	Maintaining a competitive edge is an on-going process. This Challenge product focuses on Competitive Awareness and Strategy.
Building and Leading Teams	Leading a team requires facilitating effective interaction between team members. This Challenge examines the importance of maintaining team participation and commitment in order to overcome obstacles collectively.
Coaching	Successful organizations employ coaching to develop individuals and teams. This Challenge Series product explores different approaches for coaching.
Project Management Essentials	Managing projects is a key function of leadership. This challenge examines methods for overseeing project teams and managing stakeholder expectations.
The Accounting Equation and Financial Statements	Business owners and managers, regardless of form and size of their organizations, put their best efforts in generating enough assets to pay for business's liabilities and build adequate stockholders' equity. The basic accounting equation offers us a simple way to understand how these three elements â€" assets, liabilities, and stockholders' equity â€" relate to each other. Every economic activity, or transaction, in an organization affects two or more of these elements. It is therefore important to understand how these elements, and the underlying transactions, appear in financial statements that provide a summary of a business's performance over a period of time.
Developing Workplace Diversity Awareness Simulation	You're employed as an account manager for NGF Integrated Products - a US-based circuit board manufacturer. As a result of expansion into new sales territories, your company has been broadening its workforce, and employee diversity is starting to be addressed more formally. As a participant in the new training initiative, you've been sent to a diversity training seminar. This simulation is based on the SkillSoft series Diversity on the Job" and contains links to the following courses: pd_07_a01_bs_enus and pd_07_a02_bs_enus"
Balancing Your Responsibilities Simulation	Brackens East Seafood, Inc. is a wholesale seafood distributor that's serviced the food industry for over thirty years. Its customers include restaurants, grocery stores, and institutional cafeterias.You're the company's webmaster responsible for maintaining and updating its B2B web site. As a majority of customers now use the site to place orders, it's crucial for it to operate smoothly and reliably at all times.Recently a member of your team, Senior Corporate Marketing Manager Geoffrey Dent, left the company. Your boss, Gwen Phillips, has not hired a replacement. Instead, she's asked you to assume many of Geoff's former responsibilities. As a result, your workload is very heavy and you're finding your job increasingly stressful.Your personal life is also stressful due to an elder care issue. Your mother, who has numerous health problems, relies on you to take her to medical appointments. Balancing this responsibility with your professional ones has become very difficult.This simulation is based on the SkillSoft series Optimizing Your Work/Life Balance" and contains links to the following courses: pd_06_a01_bs_enus.
Word 2010, Excel 2010, and the New Office 2010 Interface	Within the two Microsoft Office Suite releases available since Office 2003, Microsoft has implemented a number of functionality and interface changes and introduced several new features. The overall Office interface has been changed substantially with the introduction of the Ribbon in Microsoft Office 2007, and collaboration and anywhere access to Office files is a major theme in the Microsoft Office 2010 release.
Outlook 2010 and Collaboration in Office 2010	The new and enhanced collaboration features of Office 2010 enable users to work in unison to create content, regardless of their location. Enhancements to many of the Office products enable users to work more efficiently, using a combination of their local computer, a browser, a mobile phone or other Web-enabled device, and a phone integrated with Microsoft Office Communications Server. This course explores the new features of Outlook 2010, including changes to the interface, the introduction of the Conversation view and QuickSteps, as well as Outlook Social Connector. It also explores new features and enhancements to OneNote 2010, including linked notes, improved integration with other Office products, and enhanced collaboration features. The new features and enhancements of SharePoint Workspace 2010, formerly known as Groove, are also discussed. The course also introduces Office Web Apps, which are online extensions of Word, PowerPoint, Excel, and OneNote that allow you to view and edit files stored in Windows Live SkyDrive, on your organizationâ€™s SharePoint implementation, or on SharePoint Online. The Office Web Apps can also be used to create documents, presentations, workbooks, and notebooks within a browser. Finally the course introduces Office Mobile, which allows you to use your phone to access several of the Office applications, and to access and edit documents, presentations, and workbooks.
New Features for PowerPoint, Publisher, and Access in Office 2010	Since the release of the Microsoft Office 2003 suite of products, PowerPoint, Publisher, and Access have all undergone significant changes â€" both to the interface and the range of available features. The Fluent User Interface (UI), now available in all products in Office 2010, gives a consistent look and feel across applications. PowerPoint 2010 aims to make presentation creation more efficient and presentations themselves more visually impressive. Publisher has undergone similar changes, enhancing the creation of high-quality publications. Access 2010 simplifies database creation, makes data accessible from any location, and provides enhanced navigation controls for accessing data.
Getting Started with Word 2010	Word 2010 is the newest version of Microsoft's dynamic word processing tool and it offers features that allow you to create attractive and engaging documents. The Ribbon menu, which is unique to Microsoft Office, organizes Wordâ€™s many features into related tabs and makes it easier to quickly access those you need. The new Backstage view provides a single streamlined 'stage' for all file-level tools, such as those used for saving, printing, and sharing your files. This course explores these topics and many other basics of using Word 2010, including opening the application, creating new documents, and an introduction to the many tools that will help you create and edit your documents.
Office 2010 New Core Features	With the release of Microsoft Office 2010, Microsoft has focused its suite of products to meet the ever-changing needs of its end users â€" both corporate and individual. Using Office 2010, you can share information seamlessly with an individual in the office next door or around the world, and access information anywhere, anytime using mobile devices. Office 2010 includes new graphic and video editing and creation tools to enable you to create visually stunning presentations and documents. Office 2010 provides increased flexibility for analyzing and storing data, managing e-mail messages and contacts, and customizing the interface the way you want it. This course explores key new features and enhancements in the Office 2010 suite of products. It also introduces product-specific new features and enhancements in the 2010 releases of Word, Excel, PowerPoint, and Access. These new and enhanced features include Office Backstage, Live Preview Paste, Sparklines, Slicers, graphic and video creation and editing tools, PowerPoint Broadcast Service, screenshot capture and clipping tools, Web Apps and Office Mobile.
New Messaging and Collaboration Features in Office 2010	The new and enhanced collaboration features of Office 2010 enable users to work in unison to create content, regardless of their location. Enhancements to many of the Office products enable users to work more efficiently, using a combination of their local computer, a browser, a mobile phone or other Web-enabled device, and a phone integrated with Microsoft Office Communications Server. Users can also collaborate in real-time and authors can easily identify content changes by other contributors. This course explores the new features of Outlook 2010, including changes to the interface, the introduction of the People Pane and the Schedule Pane, and enhancements to Unified Messaging. The new features and enhancements of OneNote 2010, including linked notes, improved integration with other Office products, and language features are also covered. The new features and enhancements of SharePoint Workspace 2010, formerly known as Groove, are also discussed. In addition, this course examines new Office 2010 collaboration features, including co-authoring, real-time communication, and unified messaging.
Office 2010 Web Apps and New Features in Publisher and Mobile	Office 2010 enables you to access your files from anywhere using a phone, or a Web-enabled computer or device. Office Web Apps and Office Mobile are two of the features that help to provide this access. Office Web Apps are online extensions of Word, PowerPoint, Excel, and OneNote that allow you to view and edit files stored in Windows Live SkyDrive, on your organization's SharePoint implementation, or on SharePoint Online. The Office Web Apps can also be used to create documents, presentations, workbooks, and notebooks within a browser. Office Mobile allows you to use your phone to access several of the Office applications, and allows you to access and edit documents, presentations, and workbooks. Office Mobile also provides additional support for common mobile phone features, such as touching and flicking. Publisher 2010 allows you to create high-quality publication materials, such as brochures and newsletters. This course introduces the new Web Apps for Word, PowerPoint, Excel, and OneNote. It also explores the new features and enhancements to the Office Mobile products, such as enhanced editing, increased font support, PowerPointâ€™s new Presentation Companion, and Outlook conversations, as well as the introduction of SharePoint Mobile. In addition, this course covers the new features and enhancements in the interface and workspace, image editing, text formatting, printing, and sharing in Publisher 2010.
Getting Started with SharePoint 2010	SharePoint 2010 makes it easier for people to collaborate. You can use SharePoint's intuitive design to share, check in/check out, and manage your files in structural components known as lists and document libraries. You can also use SharePoint's dynamic search feature to locate files. This course explores the SharePoint interface, how to navigate and search on a SharePoint site, and how to work with lists and document libraries.
Using SharePoint 2010 with Office 2010	SharePoint 2010 offers a wide variety of exciting Office integration, file synchronization, collaboration, and social computing features. This course explores the ways in which Office 2010 and SharePoint are integrated with one another. It also explores working with Office Web Apps so you can view and edit Office files in a browser window. In addition, SharePoint Workspace 2010, part of the Office 2010 suite, enables you to create workspaces that allow you to store offline copies of entire SharePoint sites and sync them with the main SharePoint site. This course explores all of these features, and also discusses collaboration and social computing aspects of SharePoint 2010 including My Site and wikis.
SharePoint 2010 New Features for End Users	Microsoft SharePoint Server 2010 contains a number of new features and enhancements specifically geared at improving the end user experience. These include enhanced remote file-editing capabilities using Web Apps and mobile devices, improvements to team sites, and enhancements in social computing. This course explores the SharePoint Server 2010 interface, including the introduction of the Ribbon, already available in Office, as well as changes to team sites and common interface elements. In addition, this course examines enhancements in social computing via My Sites, expertise sharing, tagging, and notes. Collaboration using the Office Web Apps, mobile devices, SharePoint Workspace, and enterprise wikis, as well as improvements to the calendar, are also covered.
Access to Employee Medical and Exposure Records	This course contains information regarding employee rights of access to medical and exposure records in order to promote the recognition of workplace hazards and subsequently reduce occupational disease. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
CompTIA Server+ (2009) System Hardware	Being a good server administrator means that you understand your systems from the ground up â€" both the software and the hardware. Today's server hardware is sophisticated and specialized to support multiple users, applications and processors, as well as provide fault tolerant, highly available services. This course begins the look at server hardware architecture, starting with server system boards, chassis, memory, and the brain of the server â€" the CPU. The course also describes the various types of expansion cards and the supporting architectures and explains when and why you would upgrade and configure your system's firmware.
CompTIA Server+ 2009: System Software	To take full advantage of expensive server hardware, a full featured network operating system (NOS) should be employed. Network operating systems provide vital services, such as e-mail, file sharing, DHCP, DNS, and other necessary components of a functional enterprise network. This course covers the different types of network operating systems, including Windows NOS and UNIX/Linux flavors. It also describes the basic and advanced configurations to make the NOS useable. One of the most important aspects of NOS software â€" security â€" is also covered in this course along with user and resource management tasks.

Course	Description
CompTIA Server+ 2009: Server Functions and Network Essentials	A network may have many servers on it, each playing a unique role. In order for a server to do its job properly, it must have the proper hardware and software installed. A server may be performing a network service, such as DNS or DHCP, serving applications such as e-mail, or providing network security as in the case of a firewall or authentication server. The administrator must be familiar with each of the potential roles and how they will impact each other and the users they serve. This course introduces the various server roles and discusses the possible benefits of using virtualization. The course also explains the technologies used to add servers to your network.
CompTIA Server+ 2009: Storage	Because so much work is done electronically, businesses and governments generate vast amounts of information, most of which needs to be kept available and safe. Storage technologies have improved with the growth of data requirements. This course introduces the technologies involved in storing and protecting this data and the different types of storage media, such as optical media, and describes the increased reliance on hard disks for permanent, secure data storage. As well, it discusses the technology behind RAID arrays and the various types of storage architectures.
CompTIA Server+ 2009: IT Environment	A well managed network relies on accurate documentation, well designed policies, and efficient procedures. Understanding how to create good documentation, policies, and procedures can help ensure that a network is well run and that it can withstand the occasional crisis. Implementing these concepts at the server level is an excellent place to begin. This course covers the documentation, policies, and procedures that are the most necessary to server architecture. It provides a description of what each one is and how to go about creating the various elements. Along with good documentation, a well planned design of server space is key to a well managed network. The proper physical environment for optimal operation along with the physical security measures that should be put in place are also described in this course.
CompTIA Server+ 2009: Disaster Recovery	Without a well thought out plan in place, all the best equipment and well trained personnel in the world will be useless in the event of a disaster. Disasters can be manmade or natural, and both types can cause short delays or major business disruptions. This course covers backup strategies and archiving data, so that there are copies available in the case of a major breakdown of your information infrastructure. It also explains procedures for restoring data and discusses various types of backup, such as full, incremental, and differential along with the common media used for backup, such as hard disks and optical media. In addition, disaster planning and the implementation of a disaster recovery plan are both described.
CompTIA Server+ 2009: Troubleshooting	Troubleshooting skills are something that everyone, from the server or network administrator to the everyday user, should possess. Administrators, though, need to be able to thoroughly troubleshoot not only desktop computers, their hardware and operating systems, but also more complex and intricate issues that occur on sophisticated server hardware and network infrastructures. This course introduces hardware and software troubleshooting. It covers some of the common issues that can occur along with their fixes and some of the useful tools that can be employed in the troubleshooting process. This course also describes troubleshooting theory and recommended procedures.
CompTIA Server+ 2009: Network and Storage Troubleshooting	Almost everywhere you go, from large businesses to people's homes, networks are in place to facilitate the movement of data between computers and other devices, such as printers or the Internet. In addition to that, the vast amounts of data generated in today's computing environments means that storage issues are something that every business and server administrator needs to deal with sooner or later. The hardware and software involved in networking and storage management can be complicated, which can make troubleshooting issues that arise complicated as well. It is important that server administrators are comfortable with the troubleshooting process and familiar with the various problems that can arise related to networks and storage systems. They need to know how to correctly define problems as they arise and how to fix them. This course covers many networking and storage issues that can crop up and describes the process for determining causes and implementing solutions.
Mentoring 70-680 TS: Windows 7, Configuring	SkillSoft Mentors are available to help students with their studies for exam 70-680 TS: Windows 7, Configuring. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
TestPrep 70-680 TS: Windows 7, Configuring	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	SkillSoft Mentors are available to help students with their studies for exam 70-685 PRO: Windows 7, Enterprise Desktop Support Technician. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator	SkillSoft Mentors are available to help students with their studies for exam 70-686 PRO: Windows 7, Enterprise Desktop Administrator. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Planning for Windows 7 Deployment	Windows 7 is Microsoft's latest client operating system for IT infrastructure environments. Microsoft has improved and added new tools to help deploy Windows 7 throughout networks using images. Administrators can use tools provided by Microsoft to analyze their IT networks to determine the best deployment strategy. This course discuss the deployment tools and methods, Windows 7 editions and requirements, and licensing. It also demonstrates how to analyze the current client computers for hardware and compatibility issues. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Determining Application Compatibility for Windows 7	One of the main issues with upgrading client machines to a new operating system is ensuring that applications will still run without issues for the users. Microsoft enables administrators to use the Application Compatibility Toolkit to collect information about the applications and then test and mitigate any issues that may have been detected. This course discusses ACT and how to use it to collect data, analyze issues, and test and mitigate them using development tools. It also discusses when to use shims for compatibility mitigation. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Creating a Standard Image to Deploy Windows 7	Microsoft provides various solutions for deploying Windows 7 to client machines in an enterprise environment. Each solution provides advantages and disadvantages and depends on the company's requirements. One solution is Windows Automated Installation Kit for Windows 7. It contains documentation and tools â€" including Windows System Image Manager, ImageX, Windows Preinstallation Environment, and Deployment Image Servicing and Management â€" to deploy Windows 7 using images. These tools enable IT professionals to create Windows images and answer files and to apply and service the images. This course demonstrates how to create a standard image using SIM, to then apply the image to the client machines using Windows PE and ImageX, and finally to service it using DISM. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Deploying Windows 7 Using WDS and USMT	Microsoft offers many deployment tools for deploying Windows 7 throughout entire networks. Deciding which tool to use depends on many factors, including network configuration, cost, and down-time. Windows Deployment Services, one of the tools available, can be used to install Windows 7 directly over the network, without using the installation media directly at each client machine. When deploying Windows 7 throughout the network, administrators need to consider how they will preserve the user files and settings on each client computer. Microsoft offers user state migration tools that enable the administrator to store the user data in a specified location until Windows 7 is deployed, when that user data can be restored. This course demonstrates how to deploy Windows 7 over the network using Windows Deployment Services. It also demonstrates how to use Windows Easy Transfer and the User State Migration Tool to migrate user state data and then restore it after Windows 7 is deployed. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Deploying Windows 7 Using Lite-Touch Installation	Microsoft provides many different deployment strategies for deploying Windows operating systems and applications. Recently Microsoft released the Microsoft Deployment Toolkit 2010, which provides faster deployment times using standardized desktop and server images to client machines within a network. Deployment Administrators can perform Lite-Touch Installations or Zero-Touch Installations for four deployment scenarios using MDT 2010 using deployment shares. This course demonstrates how to plan for and use LTI to deploy Windows 7 to client machines in a network. This includes creating a reference computer to capture the installation image and then deploying the image using bootable media to the target clients. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Deploying Windows 7 using Zero-Touch Installation	Microsoft offers different deployment tools to deploy Windows operating systems. The most recent addition is Microsoft Deployment Toolkit 2010, which can be used in conjunction with System Center Configuration Manager 2007 to perform Zero-Touch Installations. Zero-Touch Installations enable deployment administrators to deploy Windows 7 over a network with little interaction once the task sequences are created that contain all the information required for the installation. This includes different packages that contain all the software required, including drivers, applications, user state, and operating system files. The course demonstrates performing ZTI using MDT 2010 and System Center Configuration Manager 2007 by creating the different task sequences required to deploy and capture an image on a reference computer and for deploying the captured image to target computers throughout the network. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686, Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator Certification.
Designing Windows 7 Client Configuration	Microsoft Windows 7 can be a standalone client machine or part of a domain. Either way, users and administrators should ensure that computers are secure and are configured properly to mitigate any issues. In a domain environment, client computers should have standardized settings to help reduce costs and desktop support issues. This ensures the users and computers all have the same settings, which a user may or may not be able to change, including desktop, security, and Internet Explorer. This course demonstrates how to configure Group Policy settings to apply standard configurations and security settings to computers and users throughout a domain. It also demonstrates how to configure Windows 7 security features, such as Windows Defender, Windows Firewall, BitLocker, and AppLocker to secure client computers. It also outlines how to configure Internet Explorer. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Troubleshooting Windows 7 Client Configuration	Microsoft Windows 7 provides features and tools to help troubleshoot and resolve issues that may occasionally arise on the client machines. Some problems may arise for Group Policy settings, authorization and authentication, networking, and Internet Explorer. Windows 7 provides specific tools to help resolve issues with these features. This course demonstrates how to troubleshoot and resolve issues with Group Policy settings by using the Group Policy Results Wizard; authentication and authorization, such as logon issues and permissions; networking issues for wired and wireless networks and VPNs; and Internet Explorer. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686 Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Designing Application and Update Deployments for Windows 7	Microsoft provides many technologies and tools to enable administrators to reduce time and cost associated with maintaining clients computers, specifically for making applications available to users and ensuring that client computers are automatically updated to minimize security vulnerabilities. This course demonstrates how to deploy and distribute applications to Windows 7 client machines in an Active Directory environment using Group Policy settings and System Center Configuration Manager. It discusses how administrators can make applications available to users through virtualization technologies, such as App-V, Med-V, RemoteApp, and Virtual Desktop Infrastructure (VDI). It also shows how to apply updates automatically to client machines using Windows Server Update Services (WSUS) and how to ensure client compliancy using Microsoft Baseline Security Analyzer (MBSA). This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-686. Pro: Windows 7, Enterprise Desktop Administrator. Passing this exam will earn the learner Microsoft Certified IT Professional: Windows 7, Enterprise Desktop Administrator certification.
Oracle Database 11g Release 2: Installation and Oracle Restart	Oracle Database 11g Release 2 offers a unique scale-out technology with a single database instance, lower server and storage costs, and increased availability and scalability. It also provides customers with improved user service levels, reduced down-time, and more efficient use of IT resources as well as an increased level of performance and security. In addition it provides business intelligence and data warehousing.
Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements	Oracle Database 11g Release 2 provides many improvements from its previous releases. This includes enhancements to ASM and storage to improve performance and to reduce server maintenance down time. This course identifies the enhancements in each of these areas. It also demonstrates how to use ASM fast mirror resync, manage ASM users, disk groups, ACLs, and Intelligent Data Placement, as well as table compression, SQL Access Advisor, and segment creation.
Oracle Database 11g Release 2: Oracle Partitioning and Security Features	Oracle Database 11g Release 2 offers more advanced data warehouse, partitioning, security and network feature enhancements to allow the DBA to provide a more efficient way for users to access data in a secure environment. This course covers the enhanced data warehouse and partition enhancements, which includes support for loading data stored in compressed files, new parameters for simplified parallelism implementation, and new partitioning methods. It also covers the security and networking enhancements, including how to use SecureFiles, the password file, default auditing, and tablespace encryption, as well as network support for IPv6 and configuring fine-grained access.
Oracle Database 11g Release 2: Using Change Management Solutions	Oracle Database 11g Release 2 is designed for data center environments that are rapidly evolving and changing to keep up with business demands, enabling DBAs to manage change effectively and efficiently. Oracle Database 11g Release 2 offers significant advances in the areas of automatic diagnostics, supportability, and change management. It can be expensive for organizations to evaluate and implement changes to their data center infrastructure, and Oracle addresses this issue with a collection of solutions under the umbrella of Change Management. These consist of SQL Performance Analyzer, SQL Plan Management, and Database Replay. This course identifies each of these change management solutions and demonstrates how to use them to analyze SQL statements, test upgrades, and capture and analyze workloads.
Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements	Oracle Database 11g Release 2 offers new intelligent infrastructure features to aid DBAs by automatically gathering performance metrics for problem detection and self-tuning purposes. The information gathered can be viewed by the DBA using either reports or views, as well as the alert log. Oracle Database 11g has expanded features for automatic SQL tuning and the Automatic Workload Repository, which allows the DBA to ensure the database is running efficiently, and by using the Enhanced Resource Manager the DBA has the ability to optimize resource allocation among many different database sessions to prevent excessive overhead. This course identifies how to automatically tune SQL statements using Automatic SQL Tuning, use Automatic Workload Repository baselines to gather performance metrics, control maintenance tasks, determine I/O metrics using I/O Calibration tool, and use Resource Manager.

Course	Description
Oracle Database 11g Release 2: Diagnosability Enhancements	Oracle Database 11g Release 2 offers new diagnosability enhancements to help DBAs in diagnosing, resolving, and preventing problems. These new features include enhancements to problem and incident identification, running health checks, and performing repairs on SQL statements. These features enables the DBA to quickly and efficiently diagnose issues and report problems to Oracle Support, as well as reducing damage and interruptions. This course discusses using Automatic Diagnostic Repository, creating and submitting Incident Packages to Oracle Support, running health checks and viewing the reports. It also demonstrates how to use SQL Repair Advisor and SQL Test Case Builder.
Oracle Database 11g Release 2: Application Performance Enhancements	Oracle Database 11g Release 2 offers improved and new features to provide better application performance. It offers online table redefinition, which allows tables to be modified without affecting the availability of the table to users and does not affect any of its dependencies. This allows for easier application changes and improved query and DML performance. Application performance in Oracle Database 11g Release 2 is also improved by the use of adaptive cursor sharing, which allows for intelligent cursor sharing and the use of invisible indexes. It provides two different caches. The first cache includes SQL Query Result Cache used to cache query results or query blocks for future use, which reduces memory use and provides scalability. The second cache is the PL/SQL cross-section function result caching mechanism, which provides a language-supported and system-managed means for storing the results of PL/SQL functions in the SGA, so that they are available to all the application sessions that are running. This course identifies the new online redefinition enhancements for tables, invisible indexes, adaptive cursor sharing, and using SQL Query Result, Client Query, and PL/SQL Function Caches.
Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data	Oracle Database 11g Release 2 offers new and improved features to ensure for continuous data access, even during unplanned failures and scheduled maintenance tasks. New RMAN features make it easier to backup, recover and duplicate databases in a timely manner while minimizing data loss. It also offers Flashback technology, giving DBAs additional protection against data loss, as well as the Data Recovery Advisor which automatically diagnoses data failures and offers suggestions on how to correct the issues. This course demonstrates how to backup and recover database, archive backups, using TSPITR, and manage the recovery catalogs. It also demonstrates of to use the Flashback Data Archive, Flashback Transaction Backup, LogMiner, and Data Pump as well as use the Data Recovery Advisor.
Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup	Oracle Database 11g Release 2 offers improvements to Oracle Scheduler that increases efficiency and usability. These include allowing users to get specific email notifications about job activities, triggering jobs to automatically execute when the specified file is received, enabling jobs to run on multiple nodes while managing it from a central location, and running PL/SQL on a remote database as a job. Oracle Database 11g Release 2 also offers backup to Amazon S3 through the Oracle Secure Backup module, this offers a low-cost database backup Web services storage option rather than maintaining a local backup infrastructure. This course demonstrates how to use Oracle Schedule to create email notifications, create file watchers and create and manage remote database and multiple destination jobs. It also discusses the Oracle Secure Backup Cloud module.
Writing for Technical Professionals: Preparation and Planning	Being technically knowledgeable is a good start for anyone wishing to write about a particular technology. However, it is not a guarantee that what is written will achieve its ultimate goal. In fact, some of the greatest technical experts find it very challenging to write effectively on technical matters. While it is important to understand the subject matter, it is equally important to understand the audience and its needs. There are steps that all technical writers should follow before putting pen to paper, including defining scope, determining the objectives of the project, understanding the target audience, and planning the overall structure of the document. This course explores steps writers should take when embarking on a new writing project.
Writing for Technical Professionals: Effective Writing Techniques	Once you have planned the structure of a writing project, you need to plan your writing approach based on your target audience. You must take a different approach, for example, if instructing technical students how to implement a technology from the approach you would use to describe a technology's benefits to the general population. A different approach again will be appropriate if you want to explain the unique nuances of your invention to a group of peers. When you've clarified your audience, you begin writing in earnest, carefully avoiding common pitfalls such as using jargon inappropriately.
Active Directory Domain Services in Windows Server 2008 R2	Windows Server 2008 R2 is the 2009 refresh of Microsoft's Windows Server product. This R2 release introduces improvements to existing features as well as the addition of new functionality. This course introduces the changes to Active Directory Domain Services administration including a review of key considerations when installing a new Windows Server 2008 R2 domain controller to your AD DS infrastructure and the new Active Directory Administrative Center (ADAC) provided for easier Active Directory object management. The course also introduces the new Active Directory Recycle Bin and demonstrates how to enable it and use it to restore a deleted Active Directory object. Another popular new feature highlighted is the ability to perform offline domain joins; discussed are the conditions surrounding an offline join and the steps involved in joining a computer while offline.
Management Improvements in Windows Server 2008 R2	Windows Server 2008 R2 offers a number of improved as well as new features, especially in the area of management, virtualization, and server availability. This course begins with a focus on new management capabilities provided by Server Manager including the new Server Manager cmdlets and the ability to administer remote servers. PowerShell was introduced in Windows Server 2008 but has been more closely integrated and improved in R2, making this simplified command-line utility a timesaver for key administrative tasks. Also to note are the changes in power consumption management, with a series of technologies that allow datacenters to reduce their processor power needs. Windows Server 2008 R2 also revises its Network Load Balancing, Failover Cluster, and Backup functionality providing more flexibility for individual business needs.
Improvements to Role Services in Windows Server 2008 R2	Windows Server 2008 introduced the compartmentalization of server functions into server roles and role services and presented Server Manager as a convenient, central location for installation and administration of those roles. In the R2 release, there are improvements to many server role services as well as some new additions. This course focuses on the advancements made to the increasingly popular Hyper-V server role, which now closely integrates with a number of other roles services. It also presents the recent changes to the Terminal Services role, which is now referred to as Remote Desktop Services and introduces the new remote connectivity technologies including virtualized corporate desktops using Virtual Desktop Infrastructures (VDI), DirectAccess, VPN Reconnect (or Agile VPN), and BranchCache. The course also provides an overview of the File Classification Infrastructure provided in Windows Server 2008 R2 and highlights the improved Web Application Platform, which includes an update to IIS 7.5.
Access Control in Windows Server 2008 R2	Windows Server 2008 R2 has improved on a number of access control features introduced in Windows Server 2008 and also provides some new functionality. This course examines the advancements in access control, including the introduction of AppLocker, BitLocker To Go, the new principle of authentication method assurance, and enhancements to Network Access Protection.
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010	Visual Studio 2010 and ASP.NET 4.0 give developers the tools needed to effectively debug, trace, and monitor web applications to minimize errors. This course covers the various ways you can troubleshoot web applications using Visual Studio and discusses how to use ASP.NET 4.0 code to help to accomplish this. Specific topics covered include debugging web applications both locally and remotely, debugging ASP.NET AJAX applications, and using the tracing and monitoring features to promote good application health. This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Microsoft .NET Framework 4.0, ASP.NET Application Development 70-562. Passing this exam will earn the learner the MCTS: .NET Framework 4.0, ASP.NET Applications certification.
Introducing Agile Software Development	Agile software development is an iterative, incremental approach to developing and releasing software. Agile principles include commitment to timely and ongoing software deliveries, changing requirements, simplicity in approach, and sustainable development cycles. The Agile method also promotes self-organizing, self-empowered, self-monitoring teams and individuals who work collaboratively with face-to-face communication. Agile development practices include frequent releases, ongoing testing, customer and stakeholder participation throughout the development process, co-ownership of code and pair-programming. A range of agile methodologies have emerged. All embrace the general principles of agile development but can differ in focus and level of formality. In this course you will be introduced to the principles of agile software development, and you will be provided with an overview of some of the principle agile methodologies such as Extreme Programming(XP) and Scrum. You will also consider the issues involved in applying an agile methodology in an organization.
Planning an Agile Software Development Project	Agile software development is an iterative, incremental approach to developing and releasing software. Agile principles include commitment to timely and ongoing software deliveries, changing requirements, simplicity in approach, and sustainable development cycles. The Agile method also promotes self-organizing, self-empowered, self-monitoring teams who work collaboratively with face-to-face communication. Agile development practices include frequent releases, ongoing testing, customer and stakeholder participation throughout the development process, co-ownership of code and pair-programming. In this course you will be introduced to the practices of agile project planning. You will become familiar with project planning tasks such as creating and estimating user stories, release and iteration planning, and agile modeling.
Managing Agile Software Development	Agile software development is an iterative, incremental approach to developing and releasing software. Agile principles include commitment to timely and ongoing software deliveries, changing requirements, simplicity in approach, and sustainable development cycles. The Agile method also promotes self-organizing, self-empowered, self-monitoring teams and individuals who work collaboratively with face-to-face communication. Agile development practices include frequent releases, ongoing testing, customer and stakeholder participation throughout the development process, co-ownership of code and pair-programming. In this course you will be introduced to the principles of agile project management during software development iterations. You will become familiar with agile practices in relation to project management tasks such as work scheduling, team meetings, change and risk management, progress monitoring, reports and reviews, and project scaling.
Ajax Basics	Rather than a singular technology, Ajax, or Asynchronous JavaScript and XML, is a collection of technologies that enables web pages to make server requests without having to reload the page. This course will introduce the history of Ajax and outline how it is commonly used in the development of dynamic web sites. Beginning with the fundamentals of Ajax, the course will examine JavaScript's role in Ajax development, including objects, the Document Object Model, and events. It will also explore the specific techniques used by Ajax in web applications, including the XMLHttpRequest object, hidden frames, and dynamic script loading. This course is one of a series providing an introduction to Ajax development.
Ajax API Essentials	This course will explore the various technologies that are employed in Ajax applications. It will begin by examining the important role that XML and CSS play in developing Ajax applications that interact with data sent from the server. Then it will discuss common troubleshooting issues that may arise in Ajax applications. Finally, it will explore how web services and APIs can work together to add complex degrees of functionality to an application with minimal effort. This course is one of a series providing an introduction to Ajax development.
Ajax Applications and Server Communication	This course explores the technologies that are used to enable Ajax applications to interact with a server's external data. It will begin by examining the important role that ASP.NET, PHP, Java, and Ajax play in developing Ajax applications, and then explore how Ajax can access and utilize external data sent from a variety of sources. The course will move on to discuss JavaScript Object Notation (JSON), and how frameworks and libraries can add complex degrees of functionality to an application with minimal effort. This course is one of a series providing an introduction to Ajax development.
HIPAA Privacy Essentials	This course presents an overview of HIPAA (the Health Insurance Portability and Accountability Act), outlining the main components and identifying who is covered by the Act. It examines the privacy provisions under HIPAA as they relate to protected health information (PHI). This course helps employees and business associates of covered entities recognize the key provisions of HIPAA, how their organizations are affected by HIPAA, and how the privacy rules impact them.
Foreign Corrupt Practices Act	US firms seeking to do business in foreign markets must be familiar with the Foreign Corrupt Practices Act (FCPA). The Act prohibits corrupt payments to foreign officials for the purpose of obtaining or keeping business. This course provides an overview of the FCPA. It illustrates how the Act can impact your business and gives advice on the steps you can take to make sure that your business adheres to the provisions of the Act.
Anger Management Essentials: Understanding Anger	Anger is a normal and even healthy emotion, rooted in the instinct for self-preservation. It provides important information about our relationships with others and can help us face trouble and overcome obstacles. But if it's not managed properly, this powerful emotion can be very destructive. And the consequences of poorly managed anger in the workplace may be much greater than in other contexts. Yet, its potential benefits may also be greater. This course explores the different ways that people express anger and the common causes of anger in the workplace. It also describes how you can use anger positively in the workplace, and the resulting benefits when you do.
Anger Management Essentials: Managing and Controlling Anger	Anger is a subject that affects everyone. Some individuals need help in controlling their anger, whereas others need help to positively express feelings of anger that are buried. It's important to find healthy ways of owning and expressing your anger. Otherwise, it may find some expression that is inappropriate, unhealthy, or counterproductive. The key to managing anger is creating conditions in which anger can be expressed appropriately and productively. In this course, you'll learn how to handle your anger in a healthier, more balanced way. You'll also find out how to engage with angry people appropriately and effectively.
Basic Presentation Skills: Planning a Presentation	Even the most seasoned public speakers can experience nerves before a major presentation. The successful ones, however, have learned how to make those nerves work for them. Positive concern about the impact of a presentation can spur presenters to raise their game, enabling them to get the desired results. For example, a presentation can be immeasurably improved if you devote sufficient time and attention to three key steps - analyzing your audience, organizing your ideas, and selecting an appropriate presentation method. This course describes how to plan effectively for a presentation by carrying out these steps.
Basic Presentation Skills: Creating a Presentation	Among the fears that people have about giving a presentation is that they will get mixed up, forget to make a key point, or repeat themselves. One way to avoid this is to have a sound structure. Once you have identified the purpose and audience for the presentation, and come up with some ideas for what to say, you can transform those ideas into a script or notes that will guide you through the presentation. You should start with an introduction, where you grab the attention of the audience and tell what you are going to do. Next, you need to support each of your key points and, at the same time, not lose the attention of the audience. At the end of your presentation, you need to give your audience a clear understanding of what happens next. You also must make your ending compelling. After all, this is how the audience will remember you.
Basic Presentation Skills: Delivering a Presentation	Excellence in presentation can be achieved when the standard of your delivery matches the quality of your content. You may have carefully planned and structured what you want to say, but if you deliver your message in a monotone while standing stiffly, you're probably not going to captivate the audience. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging. You need to communicate your enthusiasm to the audience if you want them to be enthusiastic about your ideas. At the same time, you must appear composed and confident. This course describes how to make your delivery successful and memorable. It covers techniques for managing stage fright — the biggest problem most speakers have. It also explains how to set the right environment for your presentation by making the right choices about room layout and by preparing the room, including the equipment, lighting, and temperature. You'll also find out how to use your voice and body language to deliver your message clearly and effectively. Finally, the course outlines guidelines for handling audience questions — an area most speakers are also very concerned about. After all, how credible the audience finds you can be swayed by how effectively you answer the difficult questions that come up.
Preparing to Communicate Effectively at the C Level ""	Does your job require you to communicate mission-critical data with senior executives? Perhaps you have opportunities to influence executive decision-making, but don't know how best to deliver your message. In order to make the most of your communication with the 'C' level, you need to be prepared. This course helps you shape and clarify your message, outlines the principles you should follow when approaching communications with senior executives, and provides important tips on how to build credibility with the 'C' level. It also offers detailed guidance on how to approach and plan meetings with senior executives in order to ensure you are positioned for success.

Course Title	Description
Techniques for Communicating Effectively with Senior Executives	Understanding how to communicate effectively with senior executives is a valuable skill for any professional. How else will you pitch your great idea to your CEO or report on key successes or failures? What if you've got only a few minutes to get your message across? This course provides direction on how to carry out executive-level communications in both formal and informal settings. It also explores different communications media and how they might be used to convey your message to senior executives. Finally, the course recognizes the different reasons why you might communicate with the C" Level. It offers specific guidance on furnishing reports
Trial Balance & Adjusting Entries	A typical accounting cycle begins with the analysis of business transactions and ends with a post-closing trial balance. Trial balances are prepared at several times in an accounting cycle. A trial balance lists all of the ledger accounts and checks if debit and credit totals for all accounts match. Trial balances provide an opportunity to correct any calculation, recording, or posting errors in the account books. Adjusting entries are then made to record accrued or deferred amounts followed by another trial balance to check equality of debits and credits. Financial statements are also prepared at this stage in the cycle. Finally, all temporary accounts are closed and a post-closing trial balance is prepared.
The Balance Sheet	The Balance Sheet is arguably the most important of all financial statements. It is a financial snapshot of a company's health at a specific point in time as measured in terms of assets, liabilities, and owners' or shareholders' equity. It allows you to see what a company owns as well as what it owes to other parties. People who might be interested in the Balance Sheet include creditors, investors, company management, suppliers, customers, competitors, government agencies, and analysts. The Balance Sheet is closely connected to the other key financial statements â€" the Income Statement and Cash Flow Statement.
The Cash Flow Statement	As the popular saying goes â€" revenue is vanity, margin is sanity, and cash is king. While it is very important for an organization to keep earning revenue and maintaining a good profit margin, a positive cash flow is equally important for its survival. Cash flowing in to the organization must meet or exceed the cash flowing out to enable the organization to pay its debts and liabilities and meet its growth and day-to-day cash requirements. The Cash Flow Statement is a key financial statement that reports cash receipts, payments, and net change in cash resulting from operating, investing, and financing activities during a reporting period.
Accounting for Companies' Stock Transactions and Dividends	A publicly or privately held company, also known as a corporation, is an entity separate and distinct from its stockholders. When an investor puts money in a company in return for part ownership, the company issues stocks to the investor. Stock is the evidence of the ownership interest of the stockholder. Sometimes a company also reacquires some of its outstanding stocks from its stockholders for retiring, holding, or reselling purposes. Stocks reacquired and held with the company are called treasury stocks. Companies often decide to share part of their net income, called dividends, with stockholders as reward for stockholders' investment risk in the company. Implications of issuing common and preferred stocks, treasury stocks, and dividends are very significant for companies' accounts.
HR as Business Partner: From Cost Center to Strategic Partner	Tactics or strategy â€" which would you invest in? Which creates more value for the organization? Every organization strives to be more effective and efficient in reaching its goals and objectives. In an ideal world, your strategy is well defined and aligned with the goals of the organization. HR has a seat at the executive table, helping to set and implement strategy throughout the organization, and all the day-to-day administrative HR activities efficiently support the organizational strategy. This is transformational HR.
HR as Business Partner: Linking HR Functions with Organizational Goals	Fulfilling business and organizational goals is at the heart of transformational HR. Where transformational HR is in place, the HR function is directly involved in developing, refining, and implementing an organization's strategic goals. An organization can measure its success only if its end goals are well defined. To define these goals, you must understand your organization and its needs. You can then mobilize the leadership and organizational capabilities to achieve the final result, and ensure all processes are aligned with these goals.
HR as Business Partner: Managing Talent for Organizational Success	An organization's talent is the key to its success, and HR is perfectly positioned to contribute to that success by optimizing the workforce and engaging employees to use their knowledge, skills, and abilities to support the organization's goals and objectives.
The Manufacturing Industry Overview: Version 3	The manufacturing industry produces a broad range of products for its customers in a fast-paced, consumer-driven environment. Comprised of a wide variety of industry players and stakeholders, this industry develops the fastest methods available to produce and deliver products to meet customer demands. Manufacturers produce vehicles, building materials, household products, textiles, pharmaceutical drugs, toys, and a wide range of other products that customers require. They are dependent on finding the materials, workforce and best methods to manufacture products quickly, at a competitive price, to meet the constant changes in consumer demand.
The Pharmaceutical Industry Overview: Version 3	The pharmaceutical industry provides an extensive range of medications to consumers throughout the world. Comprised of a variety of stakeholders, this industry is dependent on discovering and developing medicines, manufacturing these products commercially and marketing them to health officials or consumers. Industry players adopt unique strategies to overcome the many challenges they face in addressing the prevalent health issues of our times.
The Information Technology Industry Overview: Version 3	The information technology industry plays a unique role in helping companies conduct their businesses in the modern era. Industry participants must be highly competitive to provide the latest technological advances. It provides value to customers by embracing new trends, such as cloud computing, virtualization, and mobile application solutions to keep their customers ahead of the competition. It must also be sensitive to changing customer needs and be driven by new business opportunities as they emerge. Although the industry is continually challenged by intense competition, cost pressures, emerging markets, and security threats, industry players provide solutions through innovation, outsourcing, and strategic mergers and acquisitions to enhance their businesses, while improving the way people access and use information throughout their professional and personal lives.
The Federal Government Industry Overview: Version 3	The federal government industry is the world's largest service provider with primary responsibility to provide essential services to its citizens funded through its collection of taxes. A federal government is usually comprised of a host of governmental departments and various stakeholders, which can include, but are not limited to, individual states, provinces, and territories. A federal government delivers services, creates and enforces laws, maintains highways, collects taxes, defends national sovereignty, encourages investment, provides education, oversees environmental issues, and performs a host of other services to its citizens. Different nations, and their respective federal governments, all adopt strategies to overcome the challenges they face that can stagnate services, overextend budgets, cause intradepartmental barriers, and impede hiring the best employees. Federal governments are continually driven to find solutions through improving service delivery, reducing costs, opening departmental barriers, and attracting a talented workforce.
The Education Industry Overview: Version 1	The education industry provides its students with the knowledge and skills to adapt to a continually changing working world. The industry consists of an expanding array of organizations that seek to provide lifelong learning to its customers. These organizations include traditional colleges and universities as well as companies focused on training and development for clients that range from an individual learner to global corporations. As a whole, the industry is responsible for training individuals of all ages to learn new skills, obtain employment, and spur economic growth, by delivering education in traditional classroom settings or via distance training over the Internet. The education industry must adapt to the challenges of containing costs, differing views on standardized learning, competing for students, and adapting to changing economic needs. Industry players adopt unique strategies to overcome these challenges by forming education partnerships, adapting to new technologies, and developing customized and personalized learning programs.
The Utilities Industry Overview: Version 1	The utilities industry is essential to modern living and the modern economy. It provides safe sources of drinking water, proper sewage disposal, and reliable heat sources for homes and businesses. It also provides a reliable source of electrical energy to operate the machinery, equipment, and appliances that are vital to a region's prosperity and growth. This traditional industry is undergoing major changes, and its leaders must adapt to a changing regulatory environment and embrace new technologies to succeed. The utilities industry must also meet growing customer demands for its services, find sustainable sources of green energy, and control its business costs, while, at the same time, funding major projects for the future. Utilities companies are dedicated to solving these challenges by incorporating technological advances, using renewable resources, preserving capital, and utilizing risk management procedures.
The Chemicals Industry Overview: Version 1	The chemicals industry is comprised of thousands of companies throughout the world that use basic raw materials to produce chemicals that have commercial value to consumers and other industries. These chemicals are used to produce plastics, synthetic fibers, lightweight automobile parts, fertilizers, cosmetics, household materials, computers, and many more products. High energy consumption, high prices of raw materials, diminishing returns, and sustainability are among the challenges that companies in this industry face. They are addressing these challenges by improving existing processes, applying new supply chain management techniques, expanding the specialty chemicals business, and developing industrial biotechnology.
The Broadcasting & Entertainment Industry Overview: Version 1	The Broadcasting & Entertainment Industry is tasked with engaging its consumers with new and traditional forms of entertainment. The industry players deliver films, television programs, music, radio programs, electronic media, books, news, and an ever expanding array of entertainment products. It provides its customers throughout the world with access to these activities through an expanding number of media devices and channels. This industry has to adapt to new ways to create, distribute, and access its content according to consumer demands. The industry is challenged by decreasing advertising revenue from traditional sources, new media platforms, content piracy, and access to emerging markets. They address these issues by utilizing digital advertising, new business models, mergers and acquisitions, lobbying, litigation, and encryption techniques.
The Capital Markets Industry Overview: Version 1	The capital markets industry is an exciting, fast-paced, and volatile industry. Comprised of investment banks, securities firms, and a variety of other stakeholders, the industry helps companies and governments raise long-term funds on the capital markets. The industry participants deliver various services to their clients, such as underwriting and acting as agents in the issuance of securities (stocks and bonds); assisting and advising companies involved in mergers and acquisition; as well as providing ancillary services including market making and securities trading. With a complex playing field dominated by large, vertically-integrated banks, the capital markets industry suffered a tremendous blow from the global financial crisis of 2007-2009. Since then, the industry has been faced with a more stringent regulatory environment, stronger global competition and an increased need for risk management among other challenges. By consolidating and reorganizing their corporate structures, improving existing risk management processes, deploying new technologies, and by expanding their operations in developing markets, industry players are adopting unique strategies to succeed in the aftermath of the financial crisis.
The Consumer Electronics Industry Overview: Version 1	The Consumer Electronics industry is made up of companies from around the world that manufacture electronic audio and video equipment for individual consumers and businesses. In this fast-moving industry, where some products are lucky to have a shelf life of more than a year, companies need to be able to adapt quickly. In addition, they face challenges related to increased regulation, and the need to continually lower prices to move their products off the shelves. But top industry players are able to adopt effective strategies to remain successful. For example, they might focus on improving their business and manufacturing processes in order to reduce their costs and thereby absorb the lower prices demanded by the market. Or they might increase their investment in research and development to address rapid technological change. This course is designed to help learners understand these challenges and some of the common strategies used to overcome them, as well as some of the other key concepts and terminology associated with the consumer electronics industry.
The Aerospace & Defense Industry Overview: Version 1	The aerospace and defense sector is an international multi-billion dollar industry. Key stakeholders include aircraft and aircraft component manufacturers, civil and military avionics service providers, governments, and privately funded research and development organizations. These organizations deliver aircraft and their components, as well as software and systems, such as modeling and simulation software, and data management, navigation, and surveillance systems. This industry is subject to a high level of government regulation, particularly the defense sector. As it adapts to the entrance of new global companies, the industry is moving towards a highly globalized supply chain.
The Biotechnology Industry Overview: Version 1	Unlocking the potential of biotechnology entails turning scientific knowledge into products that can enhance, and even transform, the conditions of life. A relatively new but growing, global industry, biotechnology involves engineering biological molecules and microbes with desirable new properties. This re-engineering of natural organisms can lead to the development of new and better drugs, medical treatments customized for an individual's biological makeup, disease-resistant crops, and new industrial processes. Some of biotechnology's promises have been delivered, but many have not. False starts are common in an industry where the development of new products is uncertain, time consuming, and expensive. Companies in the industry face other obstacles as well Ã¢‚¬Â€ pricing pressures and a decline in funding, for example. To address such challenges, industry players can adopt new cost-cutting and efficiency measures or partner with other biotechnology or pharmaceutical firms. They also need to deal with increased regulation and strong moral opposition to their activities Ã¢‚¬Â€ particularly in the field of genetic engineering. In response, biotechnology companies seek to educate the wider community about their activities and justify the benefits and safety of those activities to the public, the government, and investors. In this course, you'll find out more about these and other strategies, as well as about key areas of the biotechnology industry, including its main sectors, what drives it, current trends, and top competitors.
The Automotive Industry Overview: Version 3	Historically, the automotive industry has been a driver of economic activity in many economies. However, the industry has gone through some dramatic changes in the last few years as major manufacturers and suppliers have had to reorganize themselves to meet changing needs and expectations. In the unrelenting push for lower costs and operational efficiency, automotive companies are finding themselves in a fiercely competitive global marketplace. The industry continues to reinvent itself by improving manufacturing processes, introducing new vehicles, and incorporating green technology into its latest products. Understanding the industry structure and its constantly changing dynamics is vital to anyone who has an interest in the automotive industry.
The Food and Beverage Industry Overview: Version 3	The Food and Beverage Industry encompasses the production, processing, distribution, and sale of food and beverages to consumers. The industry is made up of a wide range of organizations Ã¢‚¬Â€ from farmers who produce the raw material, to companies who process and package branded products, to retailers who supply food and beverages to their customers. The industry is very competitive and participants are continually under pressure to contain costs. To remain competitive, many companies seek to exploit the economies of scale that result from mergers and acquisitions. At the same time health and safety is a paramount concern, and strict standards are legally enforced. The industry is monitored both by national governments and international bodies like the World Health Organization.
The Benefits and Challenges of Engaging Employees	Creating an engaged and motivated workforce can help make an organization more innovative, productive, and profitable. This course reviews the benefits of having an engaged workforce and defines the attributes and actions of engaged employees. It also explores employee motivation and commitment challenges and examines how employee engagement links to the bottom line.
Maintaining an Engaging Organization	An engaging organization depends on an engaged workforce â€" but different employees are motivated in different ways. However, with the proper tools, understanding, and strategies, managers can foster a motivational environment that helps employees become more engaged with the organization, so that they perform more effectively and positively. This course explains how to identify what does and does not motivate employees and introduces tools you can use to assess levels of motivation. It also shows how you can drive engagement within your organization to create a place where people want to work and provides strategies to help you become a motivating and engaging manager.
First Time Manager: Understanding a Manager's Role	Most new managers don't realize how much their new role differs from that of an individual contributor. Often, they have misconceptions about what managing entails, and they may be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a manager are very different. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.
First Time Manager: Challenges	High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed and the need to prove you belong in a management position. Establishing credibility early and building new working relationships can go a long way in helping a first-time manager succeed in adjusting to his or her new responsibilities. This course describes ways to establish credibility and manage former colleagues effectively.

Course	Description
First Time Manager: Meeting Expectations	One of the most exciting and challenging changes that comes with moving into a management role, is the need to take a more strategic view of the work you are doing. As a first-time manager, you have to develop a greater awareness of how your own work, and the work of those in your department, fits in with the organizational vision. You need to know what the organization expects of you as a manager. You also need to understand the different expectations that your direct reports, your peers, and your boss have of you, and how to balance these effectively. It's also vital to build a strong relationship with your manager so you get the support you need to meet expectations. This course covers how to meet organizational expectations as a first-time manager, as well as how to balance conflicting expectations of peers, direct reports, and management. It also describes how to establish a productive relationships with your new boss.
Meeting the Needs of Your Experts	As a manager, you'll often find yourself managing people with knowledge, skills, and expertise you don't have, in areas you're unfamiliar with. The amount of information that managers process on a daily basis requires them to know a little about a lot. However, they have to rely heavily on their experts for the in-depth knowledge needed to meet goals and get the job done. Along with unique subject-matter expertise, these experts have unique needs in the workplace. Learning to meet these needs can help you increase the productivity, retention, and quality of work of your experts.
Overcoming Challenges When Managing Experts	Getting the most out of your experts can sometimes be difficult. They might display characteristics that on the surface seem unmanageable. You have to carefully plan how you interact with such challenging experts if you want them to help you in a productive way.
Performance Appraisal Essentials: Planning for Appraisals	The key to successful performance appraisals is a clear understanding between manager and employee of what is expected. Chances are if there is no such understanding, the manager will assess performance on the basis of what he or she expects of the employee, and this may be very different from what the employee understood to be the job duties and responsibilities. To avoid this problem, a manager needs to plan for appraisals by clearly laying out the expectations for employee performance and by providing ongoing feedback during the appraisal period. This course explains why performance appraisals are important, describes how to develop an Employee Performance Plan, and outlines ways to monitor ongoing employee performance.
Performance Appraisal Essentials: Conducting Traditional Appraisals	If you were to poll a group of managers about how comfortable they feel conducting appraisals, you would probably find few saying they feel completely comfortable. Conducting appraisals isn't easy but it's an important part of a manager's job. Regularly appraising your employees' job performance can reinforce outstanding performance, as well as help your direct reports improve below average performance. This increases productivity and helps you build better relationships with your team. To increase your comfort level with conducting appraisals, you should try to become familiar with the areas to be covered during the actual meeting and with skills and techniques for addressing the appraisee. This course describes ways to prepare for appraisal meetings, as well as how to carry out those meetings effectively by following certain steps and guidelines. In particular, it demonstrates what to do when an employee becomes emotional during an appraisal.
Performance Appraisal Essentials: 360-degree Appraisals	By gathering information from many different people, a 360-degree appraisal gives a complete portrait of behavior on the job â€" one that looks at people from multiple perspectives. This type of appraisal incorporates feedback from peers, managers, customers, and direct reports, as well as from the appraisee. And when feedback from all these sources is presented in a way that enables people to plan for improvement, it can bring about real, measurable changes in people's behavior. This course provides an overview of the steps involved in carrying out a 360-degree appraisal. It then focuses on two key steps: gathering feedback and delivering the feedback.
Managing Workforce Generations: Introduction to Cross-generational Employees	More than ever, managers appreciate how diversity brings value to an organization. Managed correctly, a diverse workforce, including members from different generations, enhances performance and productivity. The generation in which you grow up is a key influence on your adult behavior, and the different characteristics of each generation can strengthen an organization if properly managed. But stereotypes are pervasive and divert attention from the positive roles that different generations bring to the workforce. Understanding people from different generations prepares managers for the challenges of generational diversity and is a crucial first step in creating a positive work environment. This course describes the common characteristics of the four main generations in the workforce â€" the Traditionals, Baby Boomers, Generation X, and the Millennial Generation. It also introduces the benefits of cross-generational teams.
Managing Workforce Generations: Working with a Multigenerational Team	Managing a multigenerational team requires a clear understanding of the diversity of your employees and the strategies needed to help your team benefit from their differences. A generationally diverse workplace has the potential for conflict between younger and older workers, but if you tap into the potential of this diversity and view differences as strengths, you will create a more productive, collaborative, and innovative work environment. This course reviews the potential sources of conflict within a generationally diverse team, including differences in approaches to work and communication. It also covers strategies for managing a multigenerational team in a way that ensures your team members â€" regardless of differences in approach â€" feel included, respected, and supported. This course also describes how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.
Managing Workforce Generations: Working with the 21st-century Generation Mix	Many of the same influences have shaped the lives and work experiences of the newer generations â€" the Millennials and the Generation Xers. Widespread Internet usage, for example, means that, typically, these generations are adept in technology. Globalization is another shaping influence, with the result that both generations value diversity. At the same time, however, each generation has its own distinct attitudes, priorities, and work habits. By using strategies that recognize the differences, managers can get the best from each generation. This course describes best practices and successful techniques for managing Millennial and Generation X employees.
Marketing Essentials: Introduction to Marketing	How do you know what consumers really want? How do you know which consumers to go after and how to get them interested in your products and services? You need to develop an effective marketing strategy.
Marketing Essentials: Planning and People	The four Ps of the traditional marketing mix (Product, Price, Place, and Promotion) are important strategic cornerstones of any marketing activity. However, this traditional view of the Marketing Mix fails to address two very important aspects of marketing: planning and people.
Marketing Essentials: Product and Price	How do you know what kind of products and services you should be marketing? How do you develop successful products and services? How do you promote and sell them? In todayâ€™s highly competitive marketplace, these considerations are more important than ever.
Marketing Essentials: Place	Getting your products and services into your customers' hands is not a simple task; a multitude of factors must be considered. How do you select the most effective distribution channels? Should you be targeting your distributors to help promote and sell your products, or should you market directly to consumers? How do you build strong relationships with distributors? Place, which focuses on the distribution of products and services, is an important component of any marketing initiative and requires careful integration with all other aspects of the modern marketing mix.
Marketing Essentials: Promotion	How do you get customers interested in your products and services? What kinds of sales and advertising strategies will you use? How will public relations support your promotional strategies, if at all? Promotion, a key aspect of the marketing mix, focuses on raising awareness about your product and service offerings among key customer target groups. This course will provide insight into how to design promotional strategies and campaigns that help expand existing markets and develop new customer relationships. You will learn about the key characteristics of different forms of advertising and promotional vehicles, including the reach, benefits and cost of both traditional and more modern approaches such as social media networking and other forms of online marketing. This course will also discuss the concept of return on investment (ROI) in promotion, how to approach ROI for both traditional and online promotional efforts, and how this type of evaluation can help you plan and execute your promotional efforts more effectively.
Marketing Essentials: Marketing and Ethics	What role does ethics play in marketing? What is corporate responsibility and how is it linked to marketing? In order to develop strong and lasting customer relationships, organizations must ensure their marketing practices are fair, honest, and accurate about their product and service offerings. While marketing is a key business function, it also has an important societal component that cannot be overlooked. This course introduces the concept of ethics in marketing and its close connection to corporate responsibility. It also provides insight into how to ensure marketing practices are ethical, and outlines the benefits ethical marketing can generate for an organization and its corporate culture. You'll learn about societal marketing, the dangers associated with unethical and deceptive marketing practices, and how to build and sustain strong ethical marketing standards and practices within an organization. The course also addresses the growth of new communication technologies and how they have affected the way marketers reach their audiences. Finally, it looks at and how organizations can apply ethical marketing standards to e-marketing, as well as more traditional efforts.
Using Lean for Perfection and Quality	Lean methodology comprises a powerful set of tools designed to optimize perfection and quality in a manufacturing or service organization. 5S is a tool for organizing and creating a productive work environment. Hoshin Kanri deals with strategic direction and management to ensure creation of value in products and processes. Jidoka helps identify and solve errors in a production or service delivery process. Standard Work aims at establishing the best procedures for each process to ensure efficient work methods and help eliminate waste.
Lean Tools and Techniques for Flow and Pull	The Lean approach is to eliminate waste from an organization's production and fulfillment processes and to maximize every opportunity to improve efficiencies and customer satisfaction. By applying Lean tools and techniques, organizations can become more competitive and responsive to customer demands. For example, the Visual Workplace is a Lean tool that uses clear visuals such as signs, labels, and color-coded markings to keep workers from wasting time and effort searching for materials. Another tool â€" just-in-time management â€" ensures there is a continuous supply of components, parts, and supplies so that workers have what they need, where they need it, when they need it.
Reducing Waste and Streamlining Value Flow Using Lean	Eliminating waste is one of the most effective ways to increase the profitability of any organization. Processes either add value or waste to the production of a product or service. The seven wastes originated in Japan, where waste is known as muda. Seven types of waste were originally identified by Toyota's Chief Engineer Taiichi Ohno. Identifying and eliminating these wastes is one of the core principles of Lean Manufacturing. In order to eliminate waste, one must know what waste is, where it exists, and what causes it. There are practical and simple strategies for dealing with each type of waste, thereby reducing harmful effects on a company and improving overall performance and quality.
Value Stream Mapping in Lean Business	Processes are a part of every business. It is important to graphically depict these processes so areas of waste can be identified and eliminated, creating a more efficient, profitable, and lean organization.
Applying Lean in Service and Manufacturing Organizations	Experts say that becoming a Lean enterprise is largely culture-related. An organization's culture dictates how people work, their attitudes toward work and change, their relationships with each other and management, and the way change is introduced and implemented. Any company that wants to make sustainable improvements can benefit from a Lean culture. Effective Lean enterprises successfully turn knowledge into action. Continuous improvement â€" or kaizen â€" is key to this ability. The timely and productive application of kaizen methods allows an organization to eliminate waste, create a healthy and Lean culture, and change the behaviors and attitudes that create waste.
Operations Management and the Organization	Operations management plays a vital role in producing and delivering goods and services to customers. It involves designing, planning, directing, and controlling the organization's resources and processes required to transform capital, skills, and materials into products and services. It is important that any operations strategy be aligned with the overall organizational business strategy for its success.
Operations Management: Product and Service Management	Product and service management is the process of designing, creating, and maintaining a product or service through all stages of its lifecycle. It involves a wide range of operations, marketing, and sales related activities. These activities encompass the entire range of product life cycle â€" from the conception of a new product or service idea, to its design and launch, and later through its growth, maturity, and decline stages. Operations aspects of product management are very vital to the success of new and existing products and services. Every organization conducts product management activities, whether knowingly or unknowingly, that integrate operations, marketing, and sales functions to deliver desired products and services to customers.
Operations and Supply Chain Management	The supply chain is a network of operations running across an organization, which are needed to design, make, deliver, and service products or services for customers. Production, inventory, location, transportation, and information are performance drivers that can be managed to produce the capabilities for a given supply chain. As a part of their overall strategy, organizations also employ many supply chain strategies to survive and compete in a dynamic and competitive marketplace. However, it is also essential from an organization's point of view to use effective performance measures to ensure continuous improvement of the supply chain and also to set directions of its current supply chain strategies.
Operations Management: Inventory Management	Inventories include an organization's raw materials, work in process, supplies used in operations, and finished goods. A major part of organization's capital and costs are involved in maintaining and managing inventories. Consequently, organizations work to achieve an ideal size of inventory to reduce costs and improve the bottom line while ensuring their ability to make products and services available to their customers. Although inventory management is commonly associated with the manufacturing sector, many of its concepts and tools can also be applied to the service industry.
Operations Management: Forecasting and Capacity Planning	Customer demand for products and services changes constantly. Forecasting and capacity planning ensure that resource are managed so that customer demand is met in the right amount, at the right time, with the right quality. Demand forecasting helps companies determine the supply of products and services needed to meet customer demand. When the supply requirements are known, an organization can focus on ensuring the availability of appropriate levels of material, workforce, facilities, and financial resources to produce the desired products and services. Any adjustments to the overall capacity of operations are made based on long-range customer demand forecasts and the organization's current capacity to meet them.
Operations Management: Operations Scheduling	Operations scheduling involves the distribution and use of an organizationâ€™s resources â€" in other words, its human resources, equipment, and facilities â€" to produce the goods and services needed to meet forecasted customer demand. Two important activities within the scheduling function are loading and sequencing. Loading means assigning production-related work to appropriate organizational resources. Sequencing establishes the order for performing the work needed to meet production priorities and targets. These scheduling activities enable operations managers to optimize the use of organizational resources during production.
Operations Management: Management of Quality	Quality means different things to different people, organizations, and industries. However, according to quality guru Joseph Juran, quality means fitness for use
This course helps learners gain a basic understanding of quality and its management in a service or manufacturing organization. The course introduces key quality performance objectives and their measures and identifies some quality management principles and how they help organizations achieve their quality-related	the course discusses quality management activities that are typically carried out at each phase in an organization's operations."
Operations Management: Facilities Planning and Management	Managing facilities plays an important role in integrating employees, work processes, and work locations with an organization's production system. This integration is essential to productivity and customer-focused production. Decisions about facility location must consider access to customers, resources, and utilities. Layout of facilities is determined by the nature of the organization, its production system, and the processes used for creating its products or services. When choosing the location and layout of a facility, service facility managers must be mindful of how products or services are delivered, so that customers leave with a great experience.
Rebuilding Trust	Trust is an important component in any workplace. When colleagues know they can count on each other, morale and productivity levels tend to increase. But what if trust is betrayed? How will this impact your ability to perform your job effectively? This course will provide key insight into the cost of lost trust including its negative impacts on performance, morale, and ultimately the bottom line. How to rebuild trust once it's lost and maintain trust over time will also be addressed.

Course	Description
Introduction to Workplace Ethics	Ethics don't just apply to senior executives. While upper management does have a responsibility to set the ethical tone for an organization, employees at every level also have a responsibility to conduct themselves in an ethical manner. This course will prepare you to approach your job with an awareness of the importance of ethics in the work setting and an understanding of what constitutes ethical behavior. You will learn the thinking behind ethical behavior and be able to recognize some of the common myths about business ethics.
Developing a Code of Ethical Conduct	Become a better employee by understanding that honoring shared values and beliefs will gain you a reputation for being responsible, fair, honest, and respectful. These are essential qualities for both personal and professional success. Following a personal code of ethics is a good way to apply ethical principles and to ensure your reputation and integrity in the workplace are uncompromised. Many companies provide their employees with a formal code of conduct, but you can also develop your own code by clarifying your ethical principles and applying guidelines for behaviors that align with your code. This course explains common values, offers a process for developing your own ethical code of conduct, and presents several scenarios in which you get to exercise your ethical muscles. With the guidance provided in this course, you will be able to develop your own code of conduct, apply core values at work, and approach common ethical problems with confidence.
Ethical Decision-making in the Workplace	How do you go about making the best ethical decision possible? Sometimes there are gray areas between what is right and what is wrong. Do you have the tools necessary to ethically lead you in your work practices? When you are able to recognize areas in which ethical problems occur in the workplace and are aware of the various arguments and justifications that become obstacles to ethical behavior, it is easier to successfully apply ethical standards. This course aids you in identifying ethical problems, helps you avoid the obstacles that may tempt you to act improperly, and gives you the tools necessary to guide you toward the right decisions.
Critical Thinking Essentials: What Is Critical Thinking?	Critical thinking is something everyone does — to some degree or another — in their professional and personal lives. Almost all of your everyday activities require you to seek information, analyze alternatives, assess the alternatives, and reach some conclusion. And all of these processes are part of critical thinking. Thinking plays a powerful role in your life — it determines how you feel, what you do, and what you want. Improving the quality of your thinking, then, improves your life — helping you to achieve your goals, make better decisions, and take charge of what you do. This course defines critical thinking, describes the elements of critical thought, and outlines strategies for improving the quality of your thinking.
American Work Culture and Values	Most American workplaces appear similar in many ways, particularly from the perspective of people from outside the United States. When you understand the values underlying the American workplace, you'll know better what to expect. And this, in turn, may help you develop positive approaches to the cultural differences you encounter. Adjusting to a new work environment and understanding the cultural and behavioral characteristics of your new colleagues are two key challenges for someone coming from abroad to work in the United States. This course describes the main values in American culture that influence behavior in the workplace. It explains the typical stages you go through when adjusting to a new culture — in this case, American work culture. And it provides guidelines that can help you respond constructively to the challenges you may face when working abroad in the United States.
Key Aspects of the American Work Environment	Relocating abroad to the United States can be a rewarding and exciting experience. However, going into an unfamiliar workplace environment can also raise a myriad of questions. Do I relate to my coworkers in a particular way now that I'm in a different culture? Do I manage my career in the same way as I would in my own country? Who do I turn to for support? This course addresses these questions by describing key aspects of the American workplace that you may be unfamiliar with. It covers how to deal effectively with the diversity you'll likely encounter in an American setting, what the expectations are for being a boss or subordinate in an American workplace, and how you can manage your career in a new environment. The course also explains the types of orientation and support programs you should take advantage of as you adjust to your role in an American organization.
Communicating Successfully in the American Workplace	When you start working in an American workplace, you may be surprised by some of the differences in the communication style there, compared to your own. Culture influences how people send and interpret messages. To work effectively with people from another culture, it is beneficial to understand their communication style. This course describes the typical characteristics of the American communication style. It also explains some nonverbal communication behavior you may encounter in an American work context, and it presents general guidelines for communicating effectively both verbally and nonverbally in a US work environment.
Succeeding in the American Workplace	Efficiency, achievement, and action are important workplace values in the United States. And being successful in an American workplace can depend on how well you adopt practices that reflect these values. For example, do you actively look for ways to make things better in your organization? Do you know how to conduct meetings efficiently? Are you able to make decisions quickly and effectively when working in time-sensitive situations? This course describes effective workplace practices and behaviors related to these and other areas that can help you succeed in the American workplace.
IT Project Management Essentials: Introduction to IT Project Management	The successful delivery of information technology (IT) projects requires managers to adapt project management processes and tools to account for the specific characteristics of the IT environment. By applying these processes and tools in a way that suits the project type and complexity, managers can significantly improve project success rates. This course describes how IT projects differ from other project types and points to the benefits of applying project management principles to IT projects. It provides an overview of the activities you carry out in each of the phases of an IT project and describes key project management tools.
IT Project Management Essentials: Initiating and Planning IT Projects	If you want your IT project to complete successfully, you need to get it off to a good start. During the early stages of a project — the initiating and planning phases — a project manager should clarify objectives and requirements and create a project plan that delineates, among other things, what needs to be done, when it needs to be done, and how much it will likely cost. Although the plan may change as the project progresses, it's important to get down as much detail as you can at the very beginning. This course describes how to initiate an IT project effectively. It then focuses on three key areas of planning — developing a work breakdown structure, schedule planning, and cost planning.
IT Project Management Essentials: Executing IT Projects	The execution phase in an IT project is when the work gets going and the plan is transformed into action and results. From the start of this phase, it's important for the project manager to establish regular communications with project stakeholders — management, the development team, sponsors, and others — to keep them informed on how the project is progressing. In addition to communicating regularly with stakeholders, a project manager should ensure that the team works well together and that the deliverables are meeting the quality standards, as well as other objectives, set in the project plan. This course describes strategies for maintaining a cohesive project team, outlines ways to communicate project information to different stakeholders, and describes how to keep quality on track during the execution phase of a project.
IT Project Management Essentials: Monitoring and Controlling IT Projects	The aim of project monitoring and control is to compare actual progress and performance against the project plan. An IT project manager must analyze any variances from the plan and identify what actions may need to be taken. If project managers don't monitor their projects on a regular basis, they won't know which tasks are behind schedule or over budget, or what the issues or risks are. IT projects can be complex, with many variables, and it's important that project managers know, at all times, how the project is progressing and what is causing any slippages. This course describes how to monitor the progress of an IT project, analyze variances from the project plan, and control changes that may be requested during a project's life cycle.
IT Project Management Essentials: Managing Risks in an IT Project	IT project managers deal with risks every day, including potential cost overruns, schedule delays, design constraints, hardware defects, and software bugs. Without a plan or process in place to address the possibility of unpredictable and unwanted loss during a project, managers may be dealing with risks reactively, rather than proactively. Potential trouble areas need to be identified early and dealt with quickly and appropriately so a project doesn't go over budget, miss deadlines, or negatively affect an organization's reputation. IT project managers can plan effectively for handling the possibility of negative outcomes by following a risk management process. Such a process can help them monitor and control risks throughout a project's life cycle. This course describes the steps in a risk management process for IT projects — from identifying the risks and documenting them, to analyzing and developing appropriate and effective responses.
IT Project Management Essentials: Testing Deliverables and Closing IT Projects	Because it's a significant point in an IT project, the closing phase has its own set of processes and activities. When a project manager carries out those activities and processes, he or she can demonstrate that the project goal has been met and provide the team with a sense of accomplishment. In addition, carrying out the final tasks of a project, particularly the task of archiving documentation, ensures that lessons learned are gathered and stored for the future. An orderly conclusion also helps guarantee that end users' needs and expectations have been met and that stakeholders are satisfied. This course describes the closing activities for IT projects, covering how to test IT project deliverables to make sure they meet requirements, which activities help close an IT project effectively, and how to set up maintenance and support.
Introduction to Sales	Sales is arguably the most important function in any business, yet it's one of the most difficult areas to master and manage successfully. There are several common questions people ask about sales. What is the difference between sales and marketing? Why do consumers and organizations buy, and what drives their purchase decisions? What are the key competencies required for effective sales? This course highlights the important role that the sales function plays and describes how marketing and sales relate to each other. It outlines the roles and responsibilities of the Sales Department, what makes for effective sales, and the trends affecting sales today. The course also provides insight into the importance of the sales cycle and how it affects sales planning and business development.
Strategic Sales Planning	Who are your target customers? What value propositions are you offering them and why? How do you plan effectively in order to maximize revenues and develop strong customer relationships? The use of strategic sales planning is one way to answer these important questions. Defining and developing an effective sales strategy is an essential part of any sales function and has a significant impact on the success or failure of sales initiatives. This course explores the importance of strategic sales planning, including the benefits associated with developing sales strategies. It provides insight into how to approach and develop sales strategies, including the key steps in strategy development such as competitor analysis, segmentation, value proposition development, and sales process development.
Preparing for Successful Sales	Selling can be a demanding, even daunting task. How do you develop a persuasive sales pitch? What makes for an effective sales presentation? What do you do when customers raise objections during a sales pitch? How do you close a sale? This course provides insight into the answers to these questions while it teaches you how to prepare for and deliver effective sales presentations that will resonate with your target audience. You will learn techniques for negotiating during a sale, handling objections, and successfully closing a sale.
Developing Strong Customer Relationships	Developing strong customer relationships is essential for sustained sales success. Understanding your customers' needs and what they value is arguably the most important aspect of successfully developing and nurturing these relationships. Building customer relationships, however, is not a simple task—it requires strong communication skills and an in-depth knowledge about how your customers operate, their strategic direction, and how you can help them get there. This course provides insight into how you can better understand your customers, build credibility, and position yourself for long-term success by building lasting and valuable business relationships.
Working within the Sales Culture of Your Organization	How is your sales team organized? Do you know the goals, principles, and culture that drive your sales efforts? To succeed in sales, you must understand the importance of your sales culture and how it influences your overall sales effectiveness. This course provides an introduction to sales cultures and highlights their importance in today's competitive marketplace. It also examines the role of the salesperson in a winning sales culture, the attributes of an outstanding salesperson, and how to excel in virtually any sales culture. In addition, the course explores sales management styles. It also provides advice on how to avoid some common sales mistakes.
Developing a Customer-focused Sales Approach	Many organizations base their sales approaches on their own products and services, the duration and scope of their sales cycle, and other internal considerations that do not effectively meet the needs of their customers. But wouldn't placing the customer at the center of the equation generate better results? The short answer is yes. A customer-focused sales approach is structured around the customer's decision-making process and unique needs. But how do you know what these really are? What keeps customers up at night and drives their key purchasing decisions? This course provides invaluable insight into how to better understand your customer's real needs and outlines the benefits and potential barriers to implementing customer-focused sales approaches. The course also examines the impact of technology and its role in supporting and enhancing customer-focused sales by helping to develop and sustain long-term, mutually beneficial customer relationships.
The Fundamentals of Globalization: The Global Context	Globalization has been defined in many ways, but a common theme is the freer movement of people, goods, services, and ideas around the world. In a globalized world, national borders become porous, as connections between people and organizations are transformed by ever-changing cultural and economic forces. This course focuses on the significance of the global context for business organizations. You'll find out how the social, economic, and political dimensions of globalization affect how organizations work. You'll also learn what's causing the acceleration of globalization, what implications this has for your organization, and the different ways that companies can globalize. Finally, the course highlights the strengths that are important for a company to have in the global context.
Fundamentals of Globalization: Analyzing the Global Environment	A global organization needs to be sensitive to the environmental factors that shape national and global markets. Awareness of conditions at national and global levels enables managers to respond appropriately to the constantly changing social, political, economic, and technological forces they will have to navigate. Similarly, an accurate understanding of the competition faced in international contexts allows managers to identify and develop the key skills and resources that are a prerequisite to success in specific territories. This course deals with the global environmental factors influencing an organization's strategies and management. It explains how to analyze these factors and also describes a framework for analyzing the industries and markets that make up the competitive environment in which a global organization operates.
Fundamentals of Globalization: Managing in a Global Environment	Global managers work in a complex, constantly changing environment. They have to consider different economic, political, legal, and cultural factors as they plan, make decisions, and lead others in different international contexts. What worked in the role of a domestic manager may not be effective in the international market. This course describes some strategies and techniques for managing successfully in a global business. It explains the importance of having a global mindset and how to cultivate one so that you can carry out your responsibilities effectively — even with the added complexity of different cultures. The course also describes which managerial styles and techniques work best for different cultural contexts and outlines some strategies for managing a global team.
Emotional Intelligence at Work Simulation	Success in the corporate world ultimately requires more than practical business or technical skills and knowledge. Effective working relationships and reputation are just as vital, and the key to these elements is emotional intelligence. Only with an understanding your own emotions and the emotions of those around you can you begin to develop interpersonal competence and build better relationships.The simulation Emotional Intelligence at Work is designed to provide participants with the opportunity to practice emotional intelligence skills in a secure, virtual environment. Over the course of the simulation, participants will be tested on the objectives of demonstrating emotional intelligence in the workplace, being self-aware, using self-management techniques, managing the emotions of others, and communicating with empathy.The simulation Emotional Intelligence at Work comprises three scenarios and is based on the SkillSoft Series Emotional Intelligence at Work." Throughout the simulation
Effective Listening	Being well informed is crucial to leading and managing. But how well do you listen to the information you're exposed to? This Challenge Series exercise explores how developing listening skills can help you achieve your business goals, prevent misunderstandings and unnecessary work, facilitate problem solving, improve client and coworker relationships, and foster self-development.
Vendor Negotiations: Choosing the Best Approach	Negotiation is a complex process that requires thorough preparation, clear communication, and keen perception. And the most successful negotiators are those who strive to achieve win-win results. This Challenge Series exercise explores various negotiation styles and processes and focuses on how to reach a collaborative, win-win solution.
Managing Meetings for Productivity and Effectiveness	Effective meetings require careful planning and management. This challenge focuses on scheduling and preparing productive meetings.
The Time Value of Money: Possible Pitfalls	The time value of money is a fundamental financial principal. It can be used to assess the worth of an investment, calculate the risks and benefits of debt, and determine projected savings needed to reach a financial goal. This Business Impact explores three common pitfalls that should be avoided when assessing the true time value of money.
Conducting Interviews: Asking the Right Questions	Most organizations rely on the job interview as the primary tool for selecting which employees to hire. This impact explores how to use four common interview questioning techniques.

Title	Description
Creating a Compelling Job Description	Job descriptions serve as an essential tool for recruiting potential employees. This Impact examines the criteria for drafting a compelling job description.
Hiring a New Employee	An effective hiring process is the key to matching employees to their jobs successfully. This Challenge Series product deals with the process, factors, and decisions associated with hiring the best candidate for an open position.
Communicating Organizational Change	Change can make people uncomfortable, and fear of the unknown creates anxiety. This Business Impact explores the three key components of effectively communicating organizational change: the when, the what, and the how.
Delivering Bad News Effectively	Delivering bad news effectively requires strong leadership. This Challenge Series product examines the process for communicating such news with skill, tact, and candor.
Making the Move Into Management	Transitioning into a management position can be both exciting and potentially overwhelming. The shift from individual contributor to leader requires confidence, solid communication, and a clearly defined plan of action. This Challenge Series exercise explores the benefits of drafting a transition strategy.
Employee Dismissal	Dismissing an employee is a serious matter that demands forethought and thoroughness. This Challenge Series product addresses the three primary reasons for dismissing an employee and the process involved with taking action.
Perseverance and Flexibility in Times of Crisis	Strong leaders need to demonstrate a careful balance of perseverance and flexibility. They must know when to press on despite obstacles and opposition. And they must also know when to alter course. This Challenge Series exercise explores the various aspects of perseverance and flexibility that leaders need to consider when faced with an apparent setback.
Five Steps to Perfection: Implementing Lean	All types of organizations can use lean to become more efficient. This impact explores lean implementation in both manufacturing and non-manufacturing settings.
Value Stream Maps for Non-manufacturing Processes	Value Stream Maps are designed to yield efficiency improvements. This impact explores how they can be applied to a non-manufacturing process.
Managing Goals	Goal setting provides opportunity for both personal and professional development. This challenge focuses on creating effective goals for both managers and their employees.
Developing Your Career	Career development requires foresight and proactive management. This Challenge explores methods of planning and executing an effective career development path.
Creating Work/Life Balance	For working professionals, keeping up with the competing demands of office and home takes more than good time-management skills. It requires an ability to prioritize and set a healthy work/life balance. This Challenge Series exercise explores the ways that work/life balance can be created to minimize stress and maximize productivity.
Using Persuasion Techniques to Boost Sales	Sales is a highly competitive field, and success relies on far more than the product or service being offered. This Business Impact focuses on five persuasion techniques that can put savvy salespeople on the leading edge.
Building Profitable Customer Relationships	Building profitable relationships with customers requires effort and dedication. This impact explores techniques for creating positive customer experiences.
Mentoring 77-881 Word 2010	SkillSoft Mentors are available to help students with their studies for exam 77-881 Word 2010. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
TestPrep 77-881 Word 2010	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 77-882 Excel 2010	SkillSoft Mentors are available to help students with their studies for exam 77-882 Excel 2010. You can reach them by entering a Mentored Chat Room or by using the E-mail My Mentor service.
Advanced Importing and Exporting with Access 2010	Microsoft Office Access 2010 offers several advanced options for importing and exporting data. With Access 2010 you can link to, or import data and objects from external sources, such as other Access databases, SQL Server databases, Excel spreadsheets, Microsoft Word files, and XML files. You can also export data and objects from an Access 2010 database to a variety of external sources. This course explains and demonstrates the various methods of importing, exporting, and linking to external data sources in Access 2010.
PivotTables and PivotCharts in Access 2010	This course demonstrates how to create and manipulate PivotTables and PivotCharts as an effective way to organize and display Access 2010 database data, such as showing and hiding data, sorting and filtering data, performing basic and complex calculations, and exporting to an Excel spreadsheet.
Retrieving, Validating, and Attaching Data in Access 2010	You can use Microsoft Access 2010 to manage your data efficiently using advanced techniques. There are many methods that can be used for modifying and enhancing tables, reports, queries, and forms in order to meet your business needs. This course explains and demonstrates advanced techniques for retrieving and validating data in Access 2010. These include such features as lookup fields and using the Expression Builder to aid in the validation of controls. How to attach files to tables and forms, and edit them, is also demonstrated.
Subforms, Subreports, and Conditional Formatting in Access 2010	Subforms and subreports allow you to display related data from separate sources in a single interface in Access 2010. This course will demonstrate how to use Access 2010 to create and use subforms and subreports. It also explores how to apply conditional formatting to tables, forms, and reports using the streamlined conditional Formatting Rules Manager.
Joins, SQL, and Action Queries in Access 2010	Advanced query methods in Access 2010 make it easy for an experienced end-user to retrieve the results they desire and to have those results displayed in such a way that the data is easy to interpret and analyze. This course describes the various types of join and parameter queries that can be used in Access 2010 and provides demonstrations on the use of action queries, including update, append, delete, and make table queries. It also explores the use of SQL-specific queries such as data-definition, pass-through, subquery, and union queries.
Using Access 2010 with SharePoint and Access Services	Access 2010 and Windows SharePoint Services provide a tightly integrated solution for making Access databases web capable. This course details the primary features that allow for the seamless integration of Access and SharePoint so that data can be shared across corporate networks or the Internet. It demonstrates how to share Access and SharePoint data, and how Access and SharePoint work together with a new feature called Access Services to make entire applications available through SharePoint.
Access 2010 Macros and VBA	Using Access macros and Visual Basic for Applications (VBA) code, you can easily add functionality to a database to suit your business needs. This course provides an introduction to programming in Access 2010 and explores when to use macros or VBA code to automate processes. It demonstrates how to create and modify different types of macros as well as how to specify actions, conditions, and event handlers.
Optimizing, Securing, and Sharing Access 2010 Databases	Access 2010 provides a variety of tools to assist you in optimizing, securing, and sharing a database application. This course demonstrates how to assess a database's performance and improve its efficiency. Also covered are the ways that you can secure a database for users and the common methods employed to share a completed database application.
Customizing Visual Elements in Excel 2010	Adding visual elements to Excel worksheets can help to enhance what can sometimes be dry facts and figures, making it easier to hold the attention of the intended audience. A balance needs to be struck, however, between enhancing and overwhelming when it comes to adding graphics and colors to your Excel workbooks. Excel 2010 provides you with a number of basic and advanced techniques for customizing common elements such as charts, themes, cell styles, and graphics. This course describes many of these techniques and shows you how to implement them to their best effect.
Customizing Workbook Settings, Conditional Formatting, and Number Formats	You can customize the look and feel of workbooks and the program's functionality and efficiency using Excel 2010's numerous features and tools. You can modify existing themes and styles to meet business needs, or you can create custom themes and styles to further enhance data presentation. Custom number formats allow you even more control over the presentation and usefulness of your workbooks and conditional formatting gives you the power to apply individual formatting based on custom rules that meet your specific needs. This course explores some of the more advanced ways that you can enhance your workbooks and data using Excel 2010's powerful customization features.
Organizing Data and Objects in Excel 2010	Excel 2010 provides multiple features for organizing and managing data, including sorting and filtering tools that are integral to data analysis. Using data organization features, you can sort, filter, and group and outline data so that you can focus on its key parts. Properly arranged data using the commands in the Arrange group allows you to present your data in a logical and easy to understand manner. This course explores organizing data in Excel 2010. It also covers arranging objects for better viewing as well as the use of hyperlinks to organize data.
Ensuring Excel 2010 Data and Formulas are Right	Formulas are an integral and important feature of Excel 2010. So ensuring they are correct can save you time and a lot of headaches. Excel 2010 provides you with the tools you need to audit formulas and correct errors that may be found. In addition, using Excel's data validation tools you can restrict the types of data that can be input to your workbooks â€" preventing data entry errors that could otherwise occur. This course describes Excel 2010's auditing and formula correction features and shows you how to use data validation to avoid worksheet errors.
Automating Excel Tasks using Macros	To automate repetitive tasks, Excel 2010 provides a time saving feature known as a macro. These small programs, created using either a simple macro recorder or by using the more complex VBA language, allow you to record the numerous steps involved in accomplishing a task so that they can be played back automatically when the macro is run. This results in time savings and increased efficiency in day-to-day tasks. This course will introduce you to macros in Excel and show you how to leverage their power to make you work with Excel easier.
Analyzing Data with What-if Analysis	Excel 2010 provides powerful data-analysis tools that enable you to explore large amounts of data and to make educated business decisions based on that data. Using Goal Seek and Solver enables you to retrieve required results from formulas by determining the data the formula requires. And you can use additional what-if analysis components, data tables and scenarios, to forecast worksheet outcome models and to see how changing values in formulas affect the formula results.
PivotTables and PivotCharts in Excel 2010	One of the most powerful tools that Excel 2010 provides is a PivotTable that allows you to dynamically reorganize and display your data. PivotTables can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. PivotTables also allow you to choose and change what you want to summarize, quickly and easily. This course will introduce you to PivotTables and show you the many benefits they provide.
PivotTable Filters, Calculations, and PowerPivot	PivotTables are a handy tool for summarizing large amounts of data efficiently and making it more manageable. Sometimes, though, it's useful to be able to filter the data in a PivotTable, and Excel 2010 provides filtering functionality for this specific purpose. For those people who require a more visual representation of data, Excel 2010 provides a new feature called a Slicer, which is basically a graphical representation of a PivotTable filter. Excel also provides a number of ways in which you can apply calculations to the data in PivotTables in the form of summary functions and custom calculations. All of these useful features of Excel 2010 are introduced and described in this course.
Formatting E-mail and Configuring Message Options in Outlook 2010	The default installation of Outlook 2010 allows you to easily send and receive messages among colleagues and friends. There are, however, many options that help you make creative, more visually appealing messages, as well as options that change how messages are sent. This course discusses sending e-mail in different message formats as well as formatting options that can be applied to the text and background of an e-mail. Also covered are how to check your message's spelling and grammar, how to track outgoing messages, how to add voting buttons, and how to set importance and sensitivity options.
Customizing Outlook 2010 and Managing Accounts	Outlook 2010 has now adopted a Ribbon, similar to the other products in the Office suite, which provides an intuitive interface with most commands readily available. The Outlook interface is highly customizable as well. This course discusses how to modify the Ribbon to suit your preferences, as well as ways that views and panes can be customized. Configuring Exchange e-mail accounts are also discussed.
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	Outlook 2010 contains numerous features to help manage the large volume of e-mail that many users receive on a daily basis. Options can be configured to automatically move incoming e-mail into specified folders and Desktop Alerts can be set to notify you of incoming e-mail. This course discusses managing e-mail messages with rules as well as configuring automatic replies and Desktop Alerts for incoming messages.
Working with File Transfer and Folders, Searching, and RSS Feeds Outlook 2010	Outlook 2010 provides default folders such as the Inbox, Deleted Items, and Sent Items to assist users in managing and organizing their e-mail messages. Sometimes these folders do not meet all of a userâ€™s needs and additional folders need to be created. This course discusses the creation and management of additional folders in Outlook, as well as the creation of Search folders, which is a type of virtual folder used to automatically organize messages. The course covers how to use the Instant Search feature, which allows you to instantly find e-mail messages, and how to refine your searches. Importing and exporting files are demonstrated. RSS feeds and how they can be used in Outlook 2010 are also discussed.
Data Files, Archiving, and Send/Receive Groups in Outlook 2010	Items created in Outlook 2010 are stored in data files on your computer. Proper management of these files is important in organizing Outlook items and managing space on your hard drive. This course discusses PST and OST files and how they can help you while working with Outlook 2010. Archiving data also plays an important role in Outlook 2010, and this courses covers how to manage AutoArchive settings and how to manually archive items. Also discussed in this course is the creation and management of Send/Receive groups, which enable you to control how often Outlook folders are updated.
Implementing Security with Outlook 2010	Outlook 2010 provides a number of security options that should be enabled to protect you from viruses, unwanted junk mail, and other malicious attacks directed at computer users. This course explains how to protect yourself from spam, junk mail, and phishing attacks as well as how to safely open suspicious messages and attachments. To ensure that no unwanted users can read messages that are not directed towards them, digital signatures can be used. This course discusses how to obtain and apply digital signatures to messages.
Accessing Exchange Remotely and Using Forms in Outlook 2010	Whether it is to stay in touch with friends and family or to message colleagues from the office, people depend on e-mail communication more than ever before. When away from the office, Outlook 2010 offers two options for people to access their Exchange e-mail accounts â€" Outlook Web App and Outlook Anywhere. This course discusses how to access and sign on to Outlook Web App using a web browser and how to configure Outlook 2010 with Outlook Anywhere so that users can send and receive messages. This course also covers the role that forms play in Outlook 2010 and how forms can be customized to meet your needs.
Using Advanced Slide Show Tools in PowerPoint 2010	PowerPoint 2010 provides you with all the tools necessary to create and present engaging and effective presentations. As an advanced user, you can take advantage of features that allow you to customize your animations to create just the right effect. PowerPoint has tools for getting your animations to move at the right speed and in the right order. There are also built-in tools, such as the animation painter, that allow you to easily apply an animation scheme to the entire presentation in one easy step. Once you have perfected your presentation, you can set and rehearse timings, create mouse-over actions for elements on a slide, and record your presentation for automatic delivery. There are also many tools that make the presentation of your slide show easy and effective, such as highlighters and laser pointers. These tools and features are all covered in this course.
Collaborating and Sharing Presentations in PowerPoint 2010	Today people can collaborate on the development of PowerPoint presentations in new and exciting ways. With the proper technological infrastructure in place, PowerPoint has the capability of allowing multiple people to work on the single presentation at the same time. An alternative to co-authoring a presentation with other team members is to send the presentation as an e-mail attachment, save it to a web site, burn it on a CD, or broadcast it live over the Internet. To simplify the process of reviewing and accepting or rejecting changes, you can now merge the reviewed version with your original version into one presentation. This course explores these topics and many other collaboration features available in PowerPoint 2010. Also covered are proofing, language, and research tools, along with options for printing and protecting a presentation.
Advanced Customizing with Project 2010	A well set up project file is essential to the success of a project. The advanced project file customizations available in Project 2010 can simplify many project management tasks, saving you time, and increasing the effectiveness of project analysis and reporting tools throughout the life of your project. This course covers how to customize default options, add new tabs and groups to the Ribbon, and add new buttons to the Quick Access Toolbar. You will also learn how to import or export a customized Ribbon and Quick Access Toolbar so that project team members can share and enjoy consistent user interface customizations. This course also covers how to create custom fields that contain specially formatted task and resource data, such as formulas, graphical indicators, and outline codes that meet the unique needs of your project.

Course	Description
Advanced Tools for Managing Multiple Projects with Project 2010	Most project managers in today's workplace are required to juggle many projects at the same time. The ability to efficiently monitor and adjust resources and task assignments is critical for the successful management of multiple projects. This course covers tools for managing multiple, related project files so that you can see the big picture relationships between your projects. Consolidating resources and task assignments allows you to prevent over-allocation or under-allocation, view cumulative resource costs across multiple projects, and integrate schedules so that dependent tasks across projects flow smoothly. This course covers the process for creating a master project that consolidates related projects into single project file, how to create and update a resource pool, and how to create a cross-project dependencies between tasks.
Advanced Resource Management with Project 2010	An important ingredient in managing projects is the ability to easily identify potential resource issues and the impact they could have on the overall project schedule. This course covers advanced resource and scheduling adjustments, such as how to delay task start dates and apply predetermined work contours to manage assignments. You will also become familiar with Team Planner, a graphical view that allows you to view and adjust work assignments with drag-and-drop action. This course also includes several methods for leveling resources and correcting overallocation issues, including Project's built-in resource leveling tool.
Advanced Scheduling Management with Project 2010	Ongoing inspection and adjustment of the project plan is vital to address impacts to the project schedule and address scope and budget changes. This course covers how to easily identify warnings, solutions, and drivers for tasks using Task Inspector, how to address repetitive tasks by creating a recurring task, and how to inactivate tasks that are no longer necessary to the project. This course also covers ways to inspect a project plan by grouping, filtering, and displaying the critical path.
Advanced Reporting and Management Tools in Project 2010	Project 2010 comes with many enhanced features and tools that help project managers report on project status and carry out project management tasks with ease and efficiency. This course covers several of the advanced tools you will use to communicate project status and streamline your tasks, such as the visual reports, enhanced copy and paste, and the Compare Projects feature, which allows you to compare project files and produce an informative comparison report. This course also covers the procedure for recording macros, which will allow you to save time on repetitive tasks.
Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	Office Word 2010 offers a variety of layout tools and features that allow you to enhance the visual appearance of your documents. This course shows you how to apply themes, including theme colors, fonts and effects, to create polished, professional-looking documents. It also guides you through using the Quick Parts Gallery to save commonly-used text and images as reusable items, and also apply AutoText, Document Properties and other building blocks to a page quickly and easily. In addition, the course explores tools that help protect your intellectual property by enabling you to add watermarks and backgrounds.
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	Word 2010 offers you a variety of tools that allow you to insert navigation and reference materials into a document. With heading styles applied to your document, you can easily construct a table of contents; you can also insert footnotes and endnotes, and you can quickly link to web pages, shared files, or other sections of a document using bookmarks. This course explores all of these topics, and discusses how to use each feature to improve the readability of your documents.
Forms, Fields, and Mail Merge in Word 2010	Word 2010 enables you to create forms quickly and easily, so that they can be used by other users of Word 2010. Forms contain editable form controls that you can link to external data sources, and Word 2010 contains security features to protect forms from tampering by other users. Another method of capturing document information is by using fields. You can use fields to add information about a file into the document. For example, you can insert an Author field to insert the author's name, or use a LastSavedBy field to enter the name of the person who last saved the document.
Managing, Inspecting, and Recovering Word 2010 Documents	Microsoft Word 2010 offers several options for securing and protecting Word documents as well as providing various features you can use to recover and repair documents. This course demonstrates how to use Word 2010 document security, which includes viewing document properties such as presence information on author contact cards, locking document formatting, password protecting documents, using the Document Inspector, and working with digital signatures. The course also explores recovering unsaved drafts and damaged Word 2010 documents.
Creating and Formatting Tables in Word 2010	Word 2010 has a robust set of tools that allow you to create, style, and format tables in your documents. This course explores the various methods of inserting tables in Word documents, including selecting a layout from a list of preformatted tables, choosing a table size by selecting a layout from a dynamic grid, and by configuring table settings to match the number of columns and rows that you require. It also discusses using table styles to enhance the appearance of tables and changing the layout of tables.
Manipulating Tables in Word 2010	You can use Word 2010's features for both designing tables and manipulating your table data. A variety of layout tools allow you to merge and split cells, split tables, autofit cell sizes to match the size of contents, and insert and delete cells. You can also easily insert columns and rows, and then adjust their layouts and distribution. This course explores these methods of altering a table's layout and also walks you through using data tools that allow you to easily sort your data, making critical information easier to locate. The course also covers using formulas in Word 2010 tables, so you can quickly perform calculations or insert other pre-built mathematical functions.
Embedding Charts and Tables into Word 2010	Word 2010 offers a wide variety of table and charting tools that let you manipulate and display your data in an attractive, understandable manner. This course shows you that by following a few simple steps you can easily paste Excel data into Word 2010 and either embed the values directly in the Word document or link back to the original Excel workbook. The course also discusses the role of Excel 2010 in Word 2010 table creation and manipulation. And it explores methods of inserting and then designing and altering the layout of many types of charts, including bar charts, pie charts, bubble charts and more.
Getting Started with Access 2010	Access 2010 is the newest version of Microsoft's dynamic database management tool and it offers features that allow you to create and modify a variety of database types. The ribbon is unique to Microsoft Office and stacks the many features of Access into related tabs, making it easy to quickly access the ones you need. Backstage view is a streamlined gathering of all database file-level tools, such as those used for saving, creating databases and tables, and working with external data. This course explores the fundamentals of databases and the many tools that will help you create and modify databases in Access 2010.
Creating Basic Tables in Access 2010	Microsoft Office Access 2010 makes it easy for you to create and modify database tables. This course discusses how basic tables are built, including creating fields and defining data types and properties, and how to modify them. It also demonstrates the use of primary keys, masked input fields, and indexing, as well as creating validation rules for the data.
Data Manipulation and Simple Relationships in Access 2010	The ability to manipulate data, records, and relationships in Access 2010 is a valuable asset to any database administrator. Access 2010 provides you with the data manipulation and table relationship techniques necessary for reliable databases. This course demonstrates how to perform basic data manipulation tasks, how to import and export data, and how to implement and edit table relationships.
Introduction to Forms in Access 2010	Microsoft Office Access 2010 offers several options for creating and managing forms and controls. This course describes how to create forms in Access 2010 and also explores controls - the available types, how they are added to a form, how their properties are set, and how they are resized, moved, grouped, and positioned on a form. It also demonstrates how to configure the Web Browser Control, which is a new feature of Access 2010.
Modifying Basic Forms in Access 2010	Access 2010 allows you to make a variety of changes to the look and feel of a form. These changes range from resizing columns and controls to applying Office 2010 themes and managing records in a form. Access 2010 also introduces a new form type, the navigation form, which you can use as a switchboard to navigate the various objects in a database. This course covers how to use these methods to customize and format forms in Access 2010 as well as how to create and modify navigation forms.
Introduction to Queries in Access 2010	Queries are used in Access 2010 to convert data into useful information and are an essential part of any database application. This course demonstrates how to create and modify a query in order to achieve specific results. It covers creating basic select queries, using Expression Builder, calculated fields, and grouping options for displaying query results. This course also demonstrates how to create crosstab, unmatched, and find duplicates queries.
Introduction to Reports in Access 2010	Reports are used in Access 2010 to convert data into useful information and are an essential part of any database application. Access 2010 provides various methods of creating reports to present summarized information easily and effectively. This course demonstrates the use of the Report Wizard, Blank Report, Report Design, and Labels. Also covered is how to add and bind controls, group and sort data, and perform calculations.
Getting Started with Excel 2010	Excel 2010 is the newest version of Microsoft's comprehensive spreadsheet tool that offers features that support a wide range of functions. The Ribbon menu is unique to Microsoft Office and stacks the many features of Excel into related tabs, making it easy to quickly access the ones you need. Backstage view is a streamlined gathering of all file-level tools, such as those used for saving, printing, and sharing your files. This course explores these topics and many other basics of Excel 2010, including opening the application, creating new spreadsheets, entering data and, AutoFill features. It also provides an introduction to the many tools that will help you create and use your spreadsheets productively.
Applying Basic Data Formatting in Excel 2010	Excel 2010 provides a number of tools and features that allow you to visually enhance the appearance of worksheets and workbooks. Data and cells can be manipulated and customized using various positioning and formatting features. This course explores the processing of formatting cells and text, using tools such as the format painter and changing the way text is presented in order for it to be more visually appealing. This course also explains the various options for formatting numbers in Excel 2010.
Moving and Getting Around in Excel 2010	While it can look complicated and daunting, navigating the Excel interface isn't as difficult as it first appears. This course will show you how to move around the Excel interface using the various keys on the keyboard, such as the Home and End keys, and Ribbon commands. The course also covers the ways in which you can view and arrange workbooks and worksheets to be the most useful and shows you how you can access Excel's many Help features.
Moving Data and Modifying Worksheets in Excel 2010	The ability to easily manipulate data is probably the biggest benefit of using productivity applications, such as Excel 2010. For instance, if you have to copy the same data multiple times or move large amounts of data from one place to another within a worksheet or between workbooks, you can see this is much more easily accomplished through software than through the use of pen and paper. For example, Excel 2010 features such as Live Preview let you see how copied data will look before you copy it, even if it's copied between Office applications, and the Paste Special option allows you to further define how your data is copied or moved. This course is designed to show you many of the ways that Excel 2010 allows you to manipulate data and the worksheets that contain them and describes features that let you do this quickly and efficiently.
Saving, Sending, and Printing Excel 2010 Workbooks	Excel 2010 makes it easy for you to save, print, and share workbooks and worksheets. When you create an Excel workbook, you will most likely want to save it, and in many instances, print it to save a hard copy or share with someone else. New features of Excel 2010 also allow you to easily collaborate with others by using the Sharing option in Backstage view. All of these options â€" saving, printing, and sharing â€" are grouped together on the File tab for convenience. This course describes these Excel features and explains how to use them to increase your efficiency and productivity.
Using Conditional Formatting, Tables, and Sparklines in Excel 2010	Excel 2010 provides tools that enable you to efficiently present your data and that can also make your data easier to understand. Tables can be used to logically present data in an easy to read fashion and table styles provide a way to make your workbooks more attractive and professional looking. Conditional formatting allows you to highlight trends and exceptions in cells or ranges of cells by presenting the identified data in a number of unique ways to make it stand out. Sparklines, a new feature of Excel 2010 are small charts within a cell that provide a visual representation of data and can be used to show trends in an appealing manner. These features â€" tables, styles, conditional formatting, and sparklines â€" how to access them and how to use them, are covered in this course.
Reviewing and Protecting Content in Excel 2010	Excel 2010 provides easy to use and access tools that allow you to review, proof, and protect the workbooks you create and share. The tools for performing these tasks are grouped conveniently on the Ribbon and include the Spelling, Research, and Thesaurus tools; a Translate tool; tools to insert, edit, and review Comments in a worksheet; and tools for tracking changes and protecting workbooks. The various tasks you can perform with these features are covered in this course, along with how and when you would use these tools.
Using Basic Formulas in Excel 2010	Excel 2010 provides you with the tools that allow you to perform calculations on your workbook data. Being able to use formulas to do complicated calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. This course introduces the concepts and terminology associated with formulas, and demonstrates how to create and edit them, copy and paste them, and how to check for errors that can arise.
Using Basic Functions with Excel 2010	One of the great features of Excel 2010 is its ability to perform a wide variety of functions to make your use of Excel 2010 easier and more fun. Functions are inbuilt formulas that save you time by allowing you to chose one that suits your needs rather than having to create a complex formula from scratch. This course introduces you to the changes made to functions in Excel 2010, including improved function accuracy and consistency as well as the changes made to some function names that make them more intuitive. It describes the useful feature of Excel's status bar that automatically displays basic calculations as well as the Function Library, which groups useful functions. The most common use of functions, calculating basic financial, logical, date and time data is also covered.
Inserting Basic Charts in Excel 2010	Using the charts feature in Excel 2010, you can create attractive and well-organized representations of worksheet and workbook data. Charts can be easily inserted and customized from the Charts group on the Insert tab of the Ribbon. This course demonstrates how to effectively use and customize charts in Excel 2010; it explores available chart types and the best use of each type; and shows how to change the different elements of a chart to provide an effective visualization of your data.
Adding Visuals, Themes, and Styles to Excel Workbooks	Excel has more than just charts to offer in the way of visual presentation. Nonchart-related graphic tools such as Shapes, SmartArt, WordArt, ClipArt, and Screenshots are all ways to enhance the visual impact of documents that tend to be dominated by dry numbers and text. This course focuses on these and other graphic elements that can be added to Excel 2010 spreadsheets. This course also introduces ways to change the themes and styles offered by Excel 2010.
Getting Started with Outlook 2010	Outlook 2010 is the latest release of Microsoftâ€™s primary messaging client. Outlook provides all of the tools necessary to manage e-mail, scheduling , tasks, and communication. The Outlook 2010 interface has been updated and now uses the ribbon instead of menus, which makes it easier to locate the commands you need. This course addresses the basic features and functionality of Outlook 2010, including an introduction to the redesigned interface, how to create e-mail messages, and view and reply to incoming e-mails.
Managing Conversations and Organizing E-mail in Outlook 2010	Microsoft Outlook 2010 provides you with the tools you need to efficiently manage and organize your e-mail messages. Included in Outlook 2010 is a new Conversation view that automatically groups all of your messages by subject, greatly reducing the number of items in your Inbox. This feature along with options that allow you to categorize and flag messages are discussed in the course. Also, covered are the ways you can organize messages in the Inbox.
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	Using Outlook 2010 you can now create e-mail messages that include compelling visuals and graphics that capture the readerâ€™s attention. You can also attach and format screenshots from your computer to better convey ideas in your message. This course discusses working with attachments in Outlook 2010 as well as including graphics, tables, symbols, and links in your messages. How to add signatures to e-mail and auto replying to messages that you receive are also covered.
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	The Outlook 2010 Calendar allows you to create appointments and events, as well as schedule meetings. The Calendar is fully integrated with the other components of Microsoft Outlook 2010 allowing you to easily incorporate your contacts and e-mail functionality with the Calendar. This course introduces the major components of the Calendar as well as providing a tour of the interface. Also discussed are how to create appointments and events, and how to schedule meetings with other Outlook users.
Managing Meetings and Customizing the Calendar in Outlook 2010	The main functions of the Calendar in Outlook 2010 have remain largely unchanged from previous versions of Outlook. However, many tasks have been streamlined. It is now easier to create and view additional calendars in Outlook 2010 and viewing group calendars has been integrated into the Calendar view. This course demonstrates the available options when replying to meeting requests and managing meeting requests. It covers how to create and view additional calendars, view another person's calendar, and create a calendar group. Also covered are ways to customize the Outlook 2010 calendar.

Course	Description
Outlook 2010 Social Connector and Messaging	With Outlook 2010 it is now easier than ever to keep track of your friends and colleagues as well as communicate with them using a variety of methods. With the rise in popularity of social networking sites, Outlook 2010 now includes the ability to track updates of your friends from within Outlook. This course discusses the Outlook Social Connector and how to configure Outlook to connect to social networking sites. How to configure and use both instant and text messaging from within Outlook is also discussed.
Working with Contacts in Outlook 2010	By taking the time to create contacts in Outlook 2010, you can save yourself from having to type out full e-mail addresses every time you send a message, assign a task or send out meeting requests. You can further arrange contacts by creating contact groups that allow you to e-mail multiple contacts at once by only typing the group name. This course covers the multiple ways that contacts can be created, as well as how to modify existing contacts, and import and export contacts between Microsoft Outlook 2010 and Google Gmail.
Using the Tasks, Notes, and Journal Features in Outlook 2010	To assist you with the various tasks and information that you need to process on a daily basis, Microsoft Outlook 2010 provides the Tasks, Notes, and Journal features to help keep you organized. You can create tasks for yourself or assign tasks to other users. You can create notes for yourself as small reminders, and manage your activities and information using the Journal. This course discusses how the Tasks, Notes, and Journal features can help you to manage your time and stay organized, and it demonstrates how to use them.
Getting Started with PowerPoint 2010	PowerPoint 2010 is a presentation program that allows you to create professional-looking slide-show presentations. This course provides an introduction to the main components of the PowerPoint 2010 interface. It covers opening and saving a presentation, working with slides, formatting text and text boxes, and using templates and themes to create professional looking presentations.
Visually Enhancing PowerPoint 2010 Presentations	PowerPoint 2010 enables you to create visually appealing presentations through the use of graphics. Adding simple enhancements through the use of themes, tables, charts, and SmartArt allows you to create more engaging and interesting presentations. This course introduces the various themes and SmartArt features that allow you to add flair to your presentations by using colors and shapes to emphasize text and data. Also covered are the various ways of incorporating diagrams, tables, and charts to create a professional and effective presentation.
Adding Images to Presentations in PowerPoint 2010	Inserting images, such as photographs, clip art, and shapes, into your PowerPoint 2010 presentation can help to capture and keep the attention of your audience. This course will show you how to insert, format, and apply special effects to your images so that they provide the maximum impact for your presentation. You will learn how to create a photo album and create a presentation that effectively displays your favorite photos. In addition, you will be shown how to use the new built-in screen capture tool that enables you to capture and embed screenshots of other programs into your slides.
Using Multimedia and Animations in PowerPoint 2010	PowerPoint 2010 can help you make presentations more dynamic by adding audio and video clips to any slide. You can directly insert, edit, and play video in your presentation, as well as add audio clips to create attention-grabbing sound effects. PowerPoint 2010 also has new animation tools and slide transitions which make slide shows more fluid and interesting. All of these features are discussed in this course.
Introduction to Project Management using Project 2010	The role of Project Manager is an important position in virtually any organization. The move from traditional project management to using project management software can help any project manager become more efficient and successful. This course provides an overview of project management fundamentals, including the stages of a project lifecycle, the basic project management processes, and how Microsoft Project 2010 project management software benefits both the manager and the project itself.
Introduction to Project 2010	Microsoft Project 2010 includes a variety of straightforward and easily accessible features to simplify the process of managing projects, all located and organized within the Project 2010 layout. This course provides an overview of the Project 2010 interface, including the Ribbon interface, Project 2010 Backstage, and how to navigate within the Microsoft Project 2010 application.
Initializing a Project with Project 2010	Before your project can get going, you need to have tools in place that will allow you to control tasks and organize the resources you'll use to complete your project. This course covers the steps for setting up a new project from a template, from an existing project, or from SharePoint Task Lists. The course also covers project calendars, including how to edit working days and create exceptions.
Defining Project Properties in Project 2010	Your project file is probably the most important tool you will use to manage your project throughout its entire project lifecycle. In order to be effective though, it's important you understand how the file works, and how vital project information is for keeping the file relevant to your specific project. This course covers the six steps for defining a new project's properties, including setting your project start date, the project working schedule, and options unique to your particular project.
Building a Schedule with Project 2010	A project is made up of tasks, and the job of a project manager essentially boils down to one thing: making sure tasks are properly defined, organized, planned, and carried out. Good scheduling leads to timely completion of the project, and that relies on the ability to order and link tasks, and set appropriate durations and constraints. This course covers the steps for entering and editing tasks within Microsoft Project 2010, setting milestones, organizing tasks into phases, and identifying task dependencies. The course also introduces methods for applying constraints and deadlines to your project tasks to keep them on schedule.
Creating Resources in Project 2010	The people who do the work, the materials and equipment you require to perform the work, and the money you need to fund the work are all vital project resources. As a project manager, you should understand how to work with resource information in Project 2010 so you can efficiently plan and manage your resources. This course covers entering and configuring resource information, including people, generic resources, materials, and cost resources. This course also covers how to sort and organize items in a resource sheet.
Managing Resource Assignments with Project 2010	Good project management requires the ability to organize resources based on their availability, cost and consumption rates, and how many are required to complete each task. This course lays a foundation for understanding effort-driven scheduling and how Project 2010 uses resource assignment information to perform scheduling calculations. It also covers how to assign various types of resources to tasks in your project, and how to modify cost rate tables for your resources in order to accurately capture and report project costs.
Monitoring Schedule Performance with Project 2010	Once project planning is complete, the actual project work begins. Your job as a project manager is to diligently track the progress of this work so that if schedule slippage occurs, you can make adjustments and manage the remaining work effectively. This course covers setting and maintaining project baselines, which are used to compare the planned work with actual work. This course also covers the procedure for updating project progress at the task level in order to track variance, as well as rescheduling incomplete work when an unanticipated work interruption occurs.
Communicating Project Information with Project 2010	It's been said that communication is the single most important factor in the success or failure of a project. And it's not only what you communicate, but how you format your communications to ensure they are clear, concise, and targeted to your audience. This course introduces the different reporting options you have within Project 2010, including how to create and print standard reports and how to report project information using the Timeline view. This course also introduces techniques for adding graphics to reports.
Getting Started with Visio 2010	Microsoft Visio 2010 is a powerful diagramming program that provides users with a diverse set of pre-drawn stencils, shapes, sample drawings and templates for illustrating complex ideas visually. In this course the various features of the Visio interface will be explored. You will also be shown how to access and use templates, shapes and stencils for creating contemporary looking diagrams. Once the diagrams have been created, this course will also demonstrate how to manipulate, align and connect shapes to achieve professional looking results.
Working with Diagrams in Visio 2010	Visio 2010 provides a wide range of formatting and design options for creating vibrant diagrams using pre-drawn shapes and themes. Whether itâ€™s an organizational chart, a floor plan or a network diagram Visio 2010 comes equipped with such tools. This course explores these features and demonstrates how to add apply and manipulate text, work with themes and backgrounds and how to design and format decorative elements of a diagram page.
Collaboration, Evaluation and Printing in Visio 2010	Visio 2010 is a powerful collaboration tool that allows the user to review and share Visio diagrams, link content from other Microsoft applications, and save and send directly from inside Visio 2010. This course will show how to review, markup and make comments on a diagram. Also covered are how to embed shapes and graphics from Microsoft applications and finally how to preview, print and save Visio in different file formats.
Formatting and Working with Text in Word 2010	Word 2010 makes it easy to apply formatting to documents by providing a live visual preview of various formatting options. This allows you to view a variety of formatting changes before actually committing to them. This course explains the Font formatting options, as well as the Mini toolbar and Live Preview features. In addition, the creation and formatting of bulleted, numbered, and multilevel lists are demonstrated.
Organizing and Arranging Text in Word 2010	To create an attractive, coherent Word 2010 document, it's important to understand the application's basic paragraph-formatting features. This course explores formatting paragraphs in Word 2010, along with a variety of other useful formatting tools such as margins and indents. The course demonstrates how to set margins, paragraph indenting and alignment, tab stops, and how to show or hide formatting marks than can help guide your formatting decisions.
Moving Around in Word 2010	Word 2010 offers a variety of intuitive navigation features that help you move around and find your way through documents, whether they're a few pages or hundreds of pages long! This course explores basic navigation features such as scrollbars and keyboard keys, along with built-in tools such as the new Navigation Pane. This pane combines features of the Document Map, thumbnails, and Search features found in earlier versions of Word into one, easy-to-use interface. The course also demonstrates how to use Word's Full Screen Reading view to page through a file as if it were a printed document, and how to use Word's Outline view to organize your document.
Structuring Word 2010 Documents	Word 2010 provides many options for structuring your documents quickly and easily. This course demonstrates how to use headings to restructure the outline of a document using the Navigation Pane. If you're creating large documents with many pages, you might want to add page numbers to make your information easy to locate. The course explores how to add page numbers along with other structural components, such as page and sections breaks, headers, and footers.
Reviewing Documents in Word 2010	No one wants to be embarrassed by glaring grammatical mistakes and misspellings in a document. To help you catch these errors, Word 2010 includes editing tools that enable you to spot and fix your typos as you work. It also enables you to use other proofing features such as a thesaurus, research options, and word count statistics to help you proof your work. In addition, you can make changes while reviewing your work using a feature that tracks all of your edits, and you can also leave comments during your review. This course explores all of these proofing features, from spelling and grammar correction to tracking changes. The course also demonstrates how to use the Help feature in Word 2010.
Saving, Sharing, and Printing in Word 2010	Once you've created an attractive, well-structured document, how do you save it for future use? Word 2010 enables you to save your documents in many formats, including the standard .docx file extension, along with the well-recognized .doc extension. You can also save your documents as PDF or XPS files to make them uneditable and give them standardized appearances for sharing. In addition, you can choose to save and send your document using e-mail, Microsoft SkyDrive, upload your document as a blog post, or save it on SharePoint. If you want to print your document, you can use Word 2010's new streamlined Print interface which presents print options, such as orientation and duplex printing, on the same page as a preview of your document. This course explores Word 2010's features for saving and printing your documents.
Customizing the Behavior and Appearance of Word 2010	Word 2010 enables you to efficiently create attractive and organized documents using a variety of automated and pre-built features. You can quickly and easily use any of the Word 2010 styles to give your document a polished appearance, or you can create your own styles so you can use a custom appearance over and over. In addition, Word 2010 enables you to create documents using pre-built templates that are bundled with Word, saving you time and effort in choosing a layout and color scheme for your files. This course introduces Quick Styles and templates, and also explores an editing feature â€“ AutoCorrect â€“ that automatically corrects common errors such as not capitalizing the first letter of a sentence, or accidental usage of the Caps Lock key. The course also demonstrates how you can customize the Ribbon.
Drawing and Inserting Graphics in Word 2010	We all know that to create an effective Word document, your text must be clear and organized, but we sometimes neglect the overall attractiveness of our documents. This course demonstrates powerful drawing and graphic features of Word 2010 - features that can boost the appeal of virtually any document! The course focuses on the processes and tools that allow you to add pictures, Clip Art, screenshots, and SmartArt to your documents. It also explores drawing components such as shapes, WordArt, and text boxes.
Sharing Excel 2010 Workbooks Online and on a Network	As both business and home users move toward working in more electronically collaborative environments, the need to share Excel workbooks and to have multiple users edit them simultaneously has increased. Excel 2010 allows you to share workbooks over a network, distribute them by e-mail, and share them online. You can make use of Information Rights Management (IRM) to ensure that users cannot copy or forward workbook content, as well as to expire files and enforce corporate information dissemination policies. You can also specify that users can only edit specific ranges in a shared workbook. This course covers sharing Excel 2010 workbooks on a network with advanced sharing options, the limitations of shared workbooks, and the uses and limitations of IRM. It also covers how to limit users' editing to specific cell ranges in a worksheet, and how to apply the AutoRepublish feature when saving workbooks for use on the Web.
Using Excel 2010 to Collaborate Online and with Other Office Applications	Being able to collaborate with other users to efficiently disseminate information and complete projects is crucial in today's business environment. Excel 2010 provides numerous tools geared specifically toward collaboration, including Excel Web App and integration with SharePoint that allows for data to be easily exported. Excel 2010 data can also be linked to or embedded in other Office 2010 files, and other Office 2010 data can be linked to or embedded into Excel 2010 to create robust and professional content. This course explores the new Excel Web App, including information on the Web App interface, its limitations, and how to access the full version of Excel 2010 from within it. In addition, this course covers exporting data from a SharePoint list to Excel, and exporting data from Excel into a SharePoint list. Linking Office 2010 content to and embedding Office 2010 content in Excel workbooks is also covered.
Using Lookup, Reference, Math, and Text Functions in Excel 2010	The Excel 2010 function library includes a number of functions in Lookup & Reference, Math & Trig, and Text categories that enable you to quickly complete tasks and analyze data. Lookup and reference functions allow you to perform table lookups to return required information about specific worksheet cells. This course covers lookup and reference functions such as LOOKUP, VLOOKUP, HLOOKUP, INDEX, ROW, and COLUMNS. Math & Trig functions provide multiple methods of working with numbers and triangles. This course explores rounding functions, INT, TRUNC, AGGREGATE, COS, SIN, and TAN. Excel 2010 also provides a number of functions to make working with text easier. Text functions, such as TRIM, CLEAN, PROPER, SEARCH, and MID, as well as string concatenation, are covered.
Manipulating Formulas and Using Forms in Excel 2010	Excel 2010 provides a large variety of statistical functions that allow you to perform data analysis on worksheet data, several cube functions that allow you to return information from cubes, and the means of working with arrays. In addition, using the Developer tab, you can further customize an Excel workbook to increase its functionality with form and ActiveX Controls. This courses discusses various statistical functions, include those designed to work with averages, determine the median, pinpoint rank and percentages, and sample populations. In addition, this course explores the available cube functions, such as CUBEMEMBER, CUBESET, and CUBEVALUE. Summarizing data using conditional functions such as SUMIF and COUNTIFS are also covered. This course also examines the methods Excel 2010 provides for working with arrays, including one-dimensional and two-dimensional arrays. Adding form and ActiveX Controls to Excel worksheets is also covered.
Using Excel 2010 Data Connections: Web Queries, XML, and Databases	There are a number of methods for accessing and using external data with Excel 2010. Creating new or using existing data connections, you can access data from the Internet, Access and SQL Server databases, and Analysis Services. You can also import and export XML data, use Microsoft Query and the Query Wizard to create your own queries, and work from text files. This course explores the concept of data connections, including how to use existing connections to access data and how to create your own. In addition, this course covers how to create a web query to access online data and use it within Excel. Importing XML data is covered, and the course also describes the process of using the Query Wizard to create and edit queries.
Managing SharePoint 2010 Sites, Lists, and Libraries	Microsoft SharePoint 2010 offers a complete platform for collaboration, data management, and online information publishing. SharePoint sites provide the basis for these tasks, and are broken down further into objects like lists and libraries. Creating, managing, and customizing these sites, lists, and libraries are common tasks and responsibilities for SharePoint power users. This course examines the various types of SharePoint sites, as well as creating sites and subsites, changing site details, and using the recycle bin. In addition, this course explores the various types of SharePoint lists, and covers creating custom lists, customizing existing lists, and managing list properties. SharePoint library types, creating document libraries, and managing and customizing library settings are also covered.

Managing SharePoint 2010 Pages and Components	To enhance your SharePoint implementation beyond the default home page, you can use the available publishing pages and web part pages. SharePoint 2010 also offers a new page type, referred to simply as a page. Organizations store and organize documents on SharePoint in a number of ways, and the management of this document storage is a common power user task. Workflows enable you to streamline the execution of existing business processes using SharePoint, and Web Parts provide additional functionality in how to display SharePoint information. This course examines the creation and customization of publishing pages, web part pages, and pages. In addition, this course explores the challenges of document management, and the role that SharePoint plays in this process. It also covers managing documents using document IDs, ratings, notes, tagging, document sets, and document retention, and provides document management tips. Managing and customizing workflows and accessing site usage reports are also covered.
SharePoint 2010 Security and Business Intelligence	Microsoft SharePoint 2010 provides several security options for ensuring that only users or groups who should be able to access specific contents can do so. Security can be configured at the item level, and can be managed for individual users or groups. This course examines SharePoint securing, and describes managing SharePoint groups, changing the inheritance for a site, managing permission levels, and configuring item-level security. It also discusses the concept of sandbox solutions.
Microsoft SharePoint 2010: New Features for Power Users	SharePoint Server 2010 offers a number of new features and enhancements that help to ease the day-to-day tasks of power users. There are a number of changes to the SharePoint 2010 interface, as well as changes and enhancements in the method and location of accessing specific options. This course explores the enhanced SharePoint 2010 UI, the Getting Started area of home pages, and the changed Site Actions menu. It also discusses the new site creation templates, changes to workflows, enhancements to record and content management, web content management, and the new document sets. Managing site settings is also covered.
SAP Business One - Introduction for End Users	SAP Business One is a comprehensive set of integrated business management applications. Business One provides an entire set of core modules, including financials, sales, operations, customer management, and logistics, which enable a small-sized to medium-sized enterprise to manage all aspects of the business.
SAP Enterprise Resource Planning (ERP)	The SAP Enterprise Resource Planning (ERP) module is SAP's core product for managing the fundamental accounting information common to every-day business practice. Fundamental accounting information includes financial transaction data, human resource-specific data, inventory, planning, and sales data. This data comprises what is known as the General Ledger, Accounts Receivable, and Accounts Payable. Understanding how to navigate SAP's menu structure to accomplish the entry of this data is central to one's ability to effectively use SAP ERP in an organization. This course introduces the SAP ERP menu system relating to the required screens for managing data. This course also introduces SAP's transaction code process and specifically the transaction codes which may be used to access the same required screens.
SAP Customer Relationship Management (CRM)	The SAP CRM module provides an organization with the tools to obtain, retain, and grow profitable customer relationships. An organization can use this module to effectively plan and manage marketing, sales, and service campaigns as well as analyze related processes. SAP CRM supports the entire customer relationship cycle, beginning with customer contact, through to order fulfillment, customer service, and reporting.
SAP Product Lifecycle Management	SAP Product Lifecycle Management (PLM) provides a comprehensive solution for managing all product-related information required in support of processes including planning, innovation, design, quality management, and engineering. As an integrated solution to SAP's enterprise resource planning (ERP) system, all information stored and maintained using the PLM solution is available across the enterprise to all other modules where required.
SAP Supply Chain Management	SAP Supply Chain Management (SCM) is comprised of a collection of applications under the SAP system that enable advanced planning. Tightly integrated with SAP Enterprise Resource Planning (ERP), the SAP SCM system is used to streamline and optimize the supply chain by enabling automated decision making and providing improved analytical components.
SAP Supplier Relationship Management	Supplier relationship management (SRM) involves collaboration with suppliers that are crucial to the success of an enterprise. The goal of SRM is to maximize the value of the collaborative relationships with suppliers. SAP SRM represents a strategic approach to procurement and supply that is tightly integrated with other components of the SAP Business Suite.
SAP BusinessObjects: Overview	One of the most valuable assets an enterprise can possess is data - information acquired and stored in the process of carrying out everyday business activities. This includes data regarding customers and potential customers, employee-related information, data gathered concerning competitors, and information pertaining to products.
SAP BusinessObjects: Crystal Reports	Business data comes from a variety of sources and is stored in various formats. The volume and variety of business data presents immense potential for understanding and responding to customer requirements and business process optimization. In order to realize this potential, SAP provides the Crystal Reports reporting tool. Crystal Reports has supplanted the BusinessExplorer report designer as SAP's standard enterprise reporting tool. Crystal Reports provides the interface to allow business users to extract and present formatted, layout-centric reports from business data. Crystal Reports provides a very user-friendly interface to various data sources, including data sources outside of the SAP realm.
SAP BusinessObjects: Web Intelligence	Data may be an enterprise's most valuable proprietary asset. Each enterprise possesses unique data that, when used strategically, provides a competitive advantage. Data can reveal significant information about customer behavior and preferences, and provide insight into business processes that may ultimately influence what a company sells, how products are made, and how they are sold. Getting the most out of this data will determine the ultimate value it provides to the enterprise.
SAP BusinessObjects: Dashboards and Analytics	The typical enterprise generates hundreds of management reports on a weekly basis. As companies grow and continue to add new channels, benchmarking and weekly reporting are key to helping top management keep a finger on the pulse of the business. With all those reports to wade through, business executives need a reporting format that provides the information they need at a glance. The corporate dashboard report does just that. It contains a series of dials in a corporate cockpit that reflect the key performance metrics from each department. Dashboarding involves the presentation of key business data in a very concise visual manner.
SAP BusinessObjects: InfoView	SAP BusinessObjects provides various tools for enterprise reporting purposes. InfoView is a web-based application that provides an interface for users to perform common activities, such as viewing or modifying reports, without having to install any additional software on their systems. InfoView can work with Xcelsius, Crystal, and Web Intelligence documents. It allows you to publish reports to common formats, such as PDF or MS Word, as well as alter a report's underlying data.
SAP BusinessObjects: Business Intelligence	Businesses generate a large amount of data in the everyday operation. This data is extremely valuable and may be used by employees at every level of an organization. Before it can be utilized optimally, it must be formatted in such a way that an enterprise can capitalize on the vast amounts of data in its possession.
Confined Spaces	This course covers information about confined spaces, hazardous atmospheres, necessary equipment, and permits. The intent of the course is to provide the learner with information about the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.
Scaffolding and Ladder Safety	This course is designed to train employees to recognize the hazards associated with ladders, stairways, and the type of scaffold being used at the work site and to understand the procedures to control or minimize those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hazardous Waste Generator (RCRA)	This course provides basic information on hazardous waste determination and characterization. In addition, this course describes the three types of generator status (Conditionally Exempt Small Quantity Generator, Small Quantity Generator, and Large Quantity Generator) along with applicable requirements. Generators must manage their hazardous waste per the Resource Conservation and Recovery Act (RCRA) regulations. Thus, accumulation, labeling, and other management requirements are described for both satellite accumulation areas and 90-day accumulation areas. Lastly, the importance of, and methods for, waste minimization and spill prevention and response are defined. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify and characterize all wastes, properly label and manage waste containers, use a manifest when RCRA waste is transported, properly dispose of hazardous waste, prepare waste generation reports, and maintain compliance records.
Hazardous Materials in the Workplace	This course discusses proper handling of chemicals in the workplace and actions that can be taken to protect the workers, the public, and the environment. It also covers the roles and responsibilities of those responding to events involving hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Asbestos	This course will provide you with information about the serious health hazards associated with exposure to asbestos. It will also address where asbestos is commonly found, how it can potentially affect you, and what you need to do to protect yourself and others from exposure. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Heat Stress Recognition and Prevention	Each year more people in the United States die from extreme heat than from hurricanes, lightning, tornados, floods, and earthquakes combined. This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Workplace Inspections	Employers have a responsibility to maintain safe working conditions for their employees and to comply with the government health and safety standards that applicable to their establishments. They must also ensure that employees have and use personal protective equipment when required for safety and health as they do their jobs. When employees stay whole and healthy, businesses also benefit. They experience lower workers' compensation insurance costs, decreased payout for return-to-work programs, fewer faulty products, and increased productivity. One of the key ways that employers can maintain safe and compliant working conditions is to conduct regular and thorough workplace inspections.
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Oracle Database 11g Release 2: Database Architecture and Installation	To understand how an Oracle Database functions, it is important to gain a basic understanding of its major components. This course identifies the major architectural components of the Oracle Database 11g Release 2, explains memory structures, describes background processes, and explores the logical and physical storage structures. In addition, this course describes the role of a database administrator (DBA) and the tasks and tools required for this role. This course also covers how to plan for the Oracle Grid Infrastructure and Oracle Database 11g software installations, as well as how to do the installation using the Oracle Universal Installer.
Oracle Database 11g Release 2: Database Creation and Instance Management	As an Oracle Database administrator, it is important to plan the database to ensure that the database software is installed properly. Planning involves the logical storage structure, the overall design, and a backup strategy. It is also important to manage the database instance after the installation to ensure that it runs properly, and is started and shut down correctly to avoid problems. This course describes the DBA tasks to plan a database installation and how to use the Database Configuration Assistant (DBCA) to install the Oracle Database 11g software. It demonstrates how to manage the instance, including setting initialization parameters, accessing the database and Enterprise Manager, viewing information about the instance, startup and shutdown stages, and viewing the alert log to ensure that there are no issues with the instance. This course also demonstrates how to use Oracle Restart to manage components.
Oracle Database 11g Release 2: The ASM Instance and Network Connectivity	Oracle Database 11g Release 2 offers Automatic Storage Management (ASM), which eliminates the need for many tasks that are required on a non-ASM storage environment by the DBA. Some of these tasks include I/O performance tuning, file system, cluster file system, and raw device management, and data file movements and reorganizations. When ASM is used, an ASM instance is also used. The ASM instance allocates memory and uses the SGA differently than in a database instance. This course describes the ASM instance and how it works, and demonstrates how to manage it with various utilities. It discusses the ASM disk groups and how to create, extend, and drop them. This course also identifies how to configure the Oracle network environment which includes configuring and controlling the listeners that allow database connections, creating Oracle Net Service aliases, and the tools for configuring and managing the Oracle network, naming conventions, and shared server usage.
Oracle Database 11g Release 2: Storage Structures and User Security	An Oracle database is divided into logical storage units called tablespaces. Oracle also provides Oracle-Managed Files (OMF), which eliminate the need for the DBA to directly manage the operating system files in the Oracle database. To access the database, a user must specify a valid database user account and successfully authenticate as required by that user account. What the user can execute once they are logged in is controlled by privileges granted to them, which can be system or object. Privileges can be better controlled by using roles and profiles, which control resource consumption and account status and passwords. This course describes the purpose and functions of tablespaces, and provides details on how to create and manage database user accounts. It also discusses creating privileges, roles, and profiles, as well as using the password file and assigning quotas to users.
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing	Oracle Database 11g Release 2 is designed to prevent multiple users from changing the same data at the same time by implementing locks. These locks are used to manage data concurrency and are implemented automatically, which can sometimes cause lock conflicts. Lock conflicts can be detected and managed through Enterprise Manager or SQL statements. Managing undo data and implementing Oracle Database security are also important DBA roles. Data is manipulated using DML, and undo data exists as a copy of the original, premodified data and is captured for every transaction that changes data. Security requirements have been a matter of individual concern until recently, but now there are a variety of laws enforcing the privacy and accuracy of data. This course discusses the locking mechanism in Oracle and how to resolve lock conflicts and deadlocks. It also discusses how to manage undo data, and how to implement database auditing and maintain the audit trail. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration I (1Z0-052) exam. Passing this exam will earn the learner Oracle Certified Associated (OCA).
Oracle Database 11g Release 2: Managing Database Maintenance and Performance	General database maintenance and performance monitoring are important Oracle DBA tasks. Proactive and reactive database maintenance is made easy by the sophisticated infrastructure of Oracle Database 11g Release 2, including elements such as Automatic Workload Repository (AWR) and database health checkers. DBAs must make sure that databases are open and available to users when they need it and that it is working without bottlenecks by gathering performance metrics. This course explores how to specify, review, and maintain audit information. It also discusses how to use Enterprise Manager to monitor performance, and how to use Automatic Memory Management (AMM) and the Memory Advisor to size the memory areas correctly, as well as how to troubleshoot invalid and unusable objects. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration I (1Z0-052) exam. Passing this exam will earn the learner Oracle Certified Associated (OCA).

Course	Description
Oracle Database 11g Release 2: Backup and Recovery	Preparing for and performing data recovery and completing database backups are expected job duties of an Oracle Database 11g Database Administrator (DBA) to ensure that the database is available for users when they require it. They also need to ensure if a failure does occur that the loss of data is minimized as much as possible and they can recover the database in an efficient manner. As an Oracle DBA, it is important to understand the various internal consistency checks a database performs as it moves from the shutdown stage to being fully open. Equally important is an understanding of what can cause a failure, and how to recover from an instance failure. This course explores how to identify the types of failure that can occur in a database and how to prepare a database for failure recovery by using checkpoints, log files, and the flash recovery area and ARCHIVELOG mode, as well as how to perform different types of backups. It also discusses the need for performing recovery and the use of tools such as the Recovery Manager (RMAN) and the Data Recovery Advisor for file recovery operations.
Oracle Database 11g Release 2: Moving Data and Oracle Support	From time to time Oracle DBAs are required to move data. Oracle Database 11g Release 2 offers various ways to complete this task, including Oracle Data Pump, SQL*Loader, and the use of external tables. DBAs are also required to ensure that the database is up-to-date with the latest patches and that critical errors are resolved, which includes contacting Oracle for support. This course explores how to move data using Data Pump Wizards or the command line. Working with the Enterprise Manager Support Workbench, My Oracle Support, service requests, and patch management are also covered.
Oracle Database 11g Release 2: Database Architecture and Recovery Operations	An important aspect of Oracle Database administration is to understand how a database and its major components function. Also as an Oracle Database administrator, you need to be able to recover when problems occur in the database. This is accomplished using backups, which are used to protect against problems such as media failure, user errors, and application errors. This course reviews the major architectural components of the Oracle Database 11g architecture, such as memory structures, background processes, and the logical and physical storage structures. This course also discusses how to prepare an Oracle Database 11g for recovery and backup using RMAN, ARCHIVELOG mode, retention policies, and a Flash Recovery Area. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration II (1Z0-053) exam.
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups	RMAN uses a recovery catalog to store metadata about Oracle databases, and allows stored scripts to be used to run sequences of RMAN commands stored in the catalog. When administering an Oracle Database, it is important to be familiar with what a backup is, how the process of creating a backup is completed, and the various types of backups available. This knowledge allows you to make an informed decision on the best way to maintain the integrity of your data and the availability of your database. This course discusses how to create and manage the recovery catalog. It also explains how to configure backup specifications, including methods of optimizing a backup and how to use RMAN to create backups. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration II (1Z0-053) exam.
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks	As a database administrator it is very important to understand how to restore and recover your database in the event of a loss of a file due to media, hardware, or user error. The restoration process involves moving a backup into place to be used by the database when a file is damaged. The recovery process involves applying redo to bring the file forward in time to before the failure or up to the failure point. This course discusses the type of failures that can occur and how to recover from them. It also discusses how to perform user-managed backup and recoveries. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration II (1Z0-053) exam.
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN	Reconstructing the contents of all or part of a database from a backup typically involves two phases. The first phase is the retrieval of a copy of the data file from the backups. The second involves reapplying changes to the file that occurred since the backup, using archived and online redo logs. To effectively administer an Oracle Database 11g database, recovery should be performed when critical or non-critical files are lost. Once you configure RMAN to perform recovery operations, it is important to have measures in place to monitor RMAN jobs. This course explains how to use RMAN to perform recovery operations, such as recovering a database from an incremental backup, switching to image copies for fast recovery, restoring a database to a new host, and using a backup control file for recovery and performing an automatic tablespace point-in-time recovery (TSPITR) are also covered. It also discusses how to monitor the progress of RMAN jobs, including how to interpret RMAN output such as messages and error stacks. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 11g: Administration II (1Z0-053) exam.
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies	Administering an Oracle database requires monitoring and diagnosing data failures and recovering from them. Oracle Database 11g Release 2 provides the Data Recovery Advisor which eases this task by automatically detecting errors when they occur and providing repair advice. The use of the Automatic Diagnostic Repository can also be used, which holds diagnostic information about critical error events. Flashback technology can be used when a logical corruption occurs in the Oracle database and you need to recover data quickly and easily. With the use of a Flashback Table, you can recover a set of tables to a specific point in time without having to perform traditional point-in-time recovery operations. This course explains how to use the Data Recovery Advisor and how to set up Automatic Diagnostic Repository, how to use the Support Workbench, run health checks, as well as detect and repair database corruption within the Oracle Database 11g environment. This course discusses how to use the Oracle Flashback technologies, including Flashback query, table and transaction, as well as Flashback Data Archive. It also discusses how to restore items from the Recycle Bin and how to flash back a database using Flashback Database.
Oracle Database 11g Release 2: Managing Database Memory and Performance	Because there is a finite amount of memory available on a database server and on an Oracle Database 11g instance, you must pay attention to how memory is allocated. Also, database planning must include a balance between performance, cost, and reliability. You must consider the investment in the system architecture, which includes the hardware and software infrastructure needed to meet your requirements. This course explores the database's memory structures, focusing on how to configure SGA parameters and how to implement Automatic Memory Management and Automatic Shared Memory Management, and how to configure automatic PGA memory management. This course also explains how to monitor the performance of sessions and services, including how the Automatic Workload Repository (AWR) works, and how to use the SQL Tuning Advisor to identify and tune SQL statements that are using the most resources. This course also describes the benefits of Database Replay within your Oracle environment.
Oracle Database 11g Release 2: Managing Database Resources and the Scheduler	By using the Database Resource Manager, you have more control over the allocation of machine resources than is normally possible through operating system resource management alone. Many tasks in the Oracle environment need job-scheduling capabilities. Using advanced Scheduler features, you can exercise more control over various aspects of scheduling, such as job windows and prioritizing jobs. This course explains how to configure the Database Resource Manager to access and create resource plans, create, configure, and administer consumer groups, as well as activate a resource plan and monitor the Resource Manager. This course also explores how to simplify management tasks by using the Scheduler to create, program, schedule, and monitor job execution as well as how to use a time-based or event-based schedule for executing Scheduler jobs. Incorporating advanced Scheduler concepts such as how to use the Scheduler to prioritize jobs is also covered.
Oracle Database 11g Release 2: Managing Database Space and Duplication	To effectively manage space, you can configure automatic management by the Oracle database server. This allows you to generate alerts about potential problems and recommend possible solutions. This course explores how to use the Oracle database server for automatic space management, proactively monitor and manage tablespace space usage, and reclaim wasted space from tables and indexes by using the segment shrink functionality. Using the segment advisor, resumable space allocation, and moving tablespaces are also covered. This course will also explore how to duplicate a database using RMAN and Enterprise Manager.
Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements	Oracle Database 11g Release 2 offers improvements and new features to provide DBAs a better way to monitor SQL commands in real-time and to allow the database to automatically manage its own memory and gather optimizer statistics. These features enable the DBA to ensure the optimal memory sizes are being used for the database using Automatic Memory Management, and that SQL statements are running properly by monitoring them in real-time using Enterprise Manager. It also offers a new feature to conceptually extend the buffer cache by using DB Smart Flash. This course demonstrates how to monitor SQL commands in real-time using SQL Monitoring, use Automatic Database Diagnostic Monitoring (ADDM), DB Smart Cache, gather and view different statistics for partitioned tables, hash-based sampling, multicolumn, and expressions, and use deferred statistics.
Oracle SOA Suite 11g: Introduction to SOA	This course outlines the challenges faced by enterprises in integrating applications, and how Service-Oriented Architecture can provide a solution. The various drivers that enable you to build a reference architecture, which is the first step toward embarking into a Service-Oriented Architecture, will also be covered. This course also introduces the Oracle SOA Suite 11g architecture and its components at an introductory level. Additional related products, such as Oracle BAM, are discussed along with Oracle SOA Suite and they provide a comprehensive solution for SOA implementation.
Oracle SOA Suite 11g: SOA Governance and Service Design	In this course, the need for governance in a Service-Oriented Architecture environment is highlighted, and the different characteristics related to service management are covered. You are also introduced to the concepts that enable defining and implementing a service. This is an important aspect of designing an SOA system as it allows appropriate business functionality to be mapped to the appropriate service type.
Oracle SOA Suite 11g: SOA Composite Applications	In this course, the need of governance in a Service-Oriented Architecture environment is highlighted. It also introduces the various service artifacts and service classification in a Service-Oriented Architecture environment.
Customizing the SharePoint 2010 User Interface Programmatically	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into programmatically working with the SharePoint interface and site customization using Visual Studio 2010. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010, Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010, Application Development certification.
Working With SharePoint Data	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into SharePoint data access via the Client Object Data Model and document storage. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010, Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010, Application Development certification.
Identifying and Resolving Windows 7 Application Issues	With the deployment of a new Operating System version comes the possibility of installation or operation issues of software and applications developed for previous OS versions. Software errors can be encountered during the installation, immediately after the installation, or after a period of use. Issues occurring during or soon after an installation are generally caused by some form of restriction, such as permission or policy constraints; an incompatible program configuration setting; or the inability of the installation program to access needed resources. Failures can often be resolved by changing a program configuration setting that is not supported.
Management and Maintenance of Windows 7 Client Systems	Desktop operating systems sometimes develop problems over time or after configuration changes have occurred. These problems generally involve system performance issues or hardware/software-related problems. This course provides a look at key tools provided in Windows 7 to monitor and resolve system issues and to help identify what has happened to affect performance or function. Included is a discussion of the Event Forwarding capability first introduced in Windows Vista, as well as the use of Performance Monitor, Resource Monitor, and Task Manager. If CPU or memory resources are suspected of being causing problems, you may also want to leverage the Memory Diagnostic Tool or Windows ReadyBoost feature. For hard disk maintenance, the desktop technician will also want to be familiar with defragmentation and disk cleanup, the checkdisk and checkntfs tools, System Configuration Tool options, Device Manager, and in some cases how to create a system image or use the Recovery Console options.
Troubleshooting Logon and Resource Access Issues in Windows 7	The desktop support technician is often called upon to help with logon problems and to set up or resolve issues with resource access. Logon errors can be caused by simple issues such as network connectivity or use of incorrect credentials, an inability to contact authenticating servers, account misconfigurations, or even name resolution. This course provides technicians with an understanding of the authentication and authorization process, and the various user account policies and settings that can restrict the logon event. It also covers troubleshooting printer access, working with problems with file and printer sharing, and the role of User Account Credentials in causing local or network resource access issues, and troubleshooting printer access. The course describes how account auditing can be used to troubleshoot some logon or access problems, and the role Credential Manager plays in accessing network or Internet resources using Windows 7.
Resolving Windows 7 Network Connectivity Issues	Windows networking has improved considerably in Windows 7, but you will still be required to verify the configuration settings and troubleshoot problems for your clients. The good news is that Windows 7 comes with new built-in troubleshooting tools, as well as the trusted command-line utilities you're used to from previous operating systems. When it comes to network connectivity problems, the hardware should always be checked first. Windows 7 provides new and effective troubleshooting functionality using the Troubleshoot Problems link in the Network and Sharing Center, which should be your next step in troubleshooting. This course also provides you with the necessary background on the proper setup of wireless and remote access connections and the key parameters to check if a client is experiencing problems establishing a VPN or DirectAccess connection.
Troubleshooting IE8 and Encryption Issues in Windows 7	This course provides the desktop support technician with an overview of managing Internet Explorer 8, in particular, in relation to browser security features such as Enhanced Security Configuration, Security Zones, Trusted Sites, and Protected Mode. Also included are guidelines on how to handle ActiveX controls and browser add-ons. These types of add-ons can often cause errors or unexpected behavior. In addition, the basics of securing sites with certificates and solving certificate errors are covered.
Protecting Windows 7 against Malware and Vulnerabilities	This course provides the desktop support technician with guidelines for preventing the infection of client systems by malicious software, how to identify possible infections, and an overview of the tools available to resolve any infection. It will also detail how Windows Firewall can be used to block unwanted content, but allow needed programs and services to be accessed. Also covered are the configuration options provided by the Advanced Security Snap-In, which provides advanced rules and monitoring settings for remote or standalone client systems but can also be configured through Group Policy in the Enterprise environment. To ensure overall vulnerability management of the operating system this course also stresses the importance of the Windows Update process, and provides the information needed to configure Windows Update, verify installed updates, or remove troublesome updates.
Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010	Visual Studio is an integrated development environment that includes a drag and drop interface designer and many other tools for building .NET applications. The latest version is Visual Studio 2010 and it supports a variety of languages including Visual Basic 2010, Visual C++, Visual C#, and Visual J#. ASP.NET 4 is Microsoft's latest version of ASP for developing web applications using the .NET Framework. It builds on the previous version ASP.NET 3.5, while maintaining backwards compatibility. This course provides an overview of how to develop web applications with Visual C# 2010 and ASP.NET 4. Topics covered include how to create web forms with server controls, using event handlers, utilizing state-management capabilities, and implementing globalization and accessibility in a web application. This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Web Applications Development with Microsoft .NET Framework 4, 70-515. Passing this exam will earn the learner the MCTS: .NET Framework 4, Web Applications certification.
Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010	Visual Studio 2010 and ASP.NET 4.0 provide developers with the tools they need to create unique, flexible ASP.NET web sites that can use custom master pages, themes, and skins, as well as Web Part pages that allow users to personalize their own web pages. This course explores the various ways you can employ these tools to develop and optimize web applications. Specific topics covered include modifying page layout with master pages, using themes, and utilizing Web Parts in ASP.NET 4.0 web applications.
Agile Programming and Testing	Agile software development is an iterative, incremental approach to developing and releasing software. Agile principles include commitment to timely and ongoing software deliveries, changing requirements, simplicity in approach, and sustainable development cycles. The Agile method also promotes self-organizing, self-empowered, self-monitoring teams and individuals who work collaboratively with face-to-face communication. Agile development practices include frequent releases, ongoing testing, customer and stakeholder participation throughout the development process, co-ownership of code, and pair-programming. In this course you will be introduced to agile team practices including pair-programming and co-ownership of code. You will also become familiar with agile programming practices including test-driven development, and behavior-driven development and you will become familiar with agile testing activities in relation to software components, user interfaces, and data.

Course	Description
Setting up a Site and Adding Content in Dreamweaver CS5	Adobe Dreamweaver CS5 is a versatile web site development application, suitable for personal and enterprise development environments. This course explores the concepts of creating a new site in Dreamweaver CS5, including configuring site properties and application preferences, adding content, and manipulating text. A look at the major interface elements of Dreamweaver CS5, including features such as Live View and workspaces, is also provided.
Adding Links and Images in Dreamweaver CS5	Using Adobe Dreamweaver CS5 in conjunction with other products, such as Adobe Photoshop CS5, you can create web sites that are media rich and visually appealing. This course explores processes of creating intuitive site navigation using linking, and performing asset management. The course also discusses working with rich media in the form of Flash video, a pervasive web technology. Working with images, creating image maps, and methods of optimizing images for best performance are also covered.
Tables, Accessibility, and Standards in Dreamweaver CS5	When designing a web site, it's important that your content is engaging, but it's also crucial that it is structured in an intuitive and accessible manner. Creating a site layout using tables is one method of ensuring a consistent and easy to navigate web site. This course explores how to structure content using tables, and examines creating and manipulating tables and other layout elements, and working with tabular data. Building an accessible web site that complies with international standards, and targeting browsers to ensure browser compatibility within Dreamweaver and Adobe BrowserLab are also covered.
Reusing Content in Dreamweaver CS5	Adobe Dreamweaver CS5 provides web developers with a variety of tools that allow them to reuse existing content and assets when developing web sites. This course explains these features, including templates, the site library, and the implementation of frames and framesets.
Cascading Style Sheets in Dreamweaver CS5	Cascading Style Sheets, commonly referred to as CSS, are a set of formatting conventions allowing you to standardize and enhance the appearance of a web site. By implementing CSS you can fully separate your web site's presentation from its content, and give the site a consistent feel. Dreamweaver CS5 provides increased CSS support, with the ability to enter Inspect mode to view the styling associated with page elements. This course explores this new feature along with other CSS features including a set of prebuilt CSS layouts complete with educational inline comments, access to the Adobe CSS Advisor web site, and CSS management features that facilitate moving CSS rules from page to page and converting inline CSS to CSS rules. This course examines the process of creating, editing, and applying the various types of cascading style sheets and style rules. CSS visual layout tools and advanced CSS techniques are also covered.
Photoshop CS5: Getting Started	Adobe Photoshop CS5 is one of the most popular digital imaging toolsets used by professional graphic designers, and photographers. This course explores the streamlined Photoshop CS5 interface, including Photoshop's integration with Adobe Bridge and the new Mini Bridge panel, and manipulation tools used to automatically straighten, crop, rotate, and resize images, including a feature that allows you to temporarily rotate the appearance of a photo as you are working on it. The course also explains the basics of retouching photos using red eye correction, and automatic color and tone adjustment features.
Critical Thinking	Critical thinking is useful for examining an issue or problem logically. This Challenge Series product explores applying the critical thinking process.
Promoting Creative Thinking	Strategic creative thinking is a process, requiring encouragement and the freedom to take risks. This Challenge explores methods for promoting creative thinking in the workplace.
Acting Decisively	Acting decisively moves beyond simply making decisions. Decisive leaders exhibit confidence and are able to articulate the rationale behind their choices. This Challenge explores the qualities that embody decisiveness.
Intellectual Property Overview	Employees are often confronted with the responsibility of protecting a company's intellectual property rights, while still communicating the company's identity or ideas to internal and external customers. How do employees perform this function effectively? This course explains the basic types of intellectual property, the legal protections in place, and the potential consequences of violating intellectual property laws.
Crafting an Organizational Vision	Leading an organization toward the development of a compelling new vision requires both courage and creativity. This Challenge Series product examines the vision crafting process.
Building Upward Relationships	Winning the confidence of managers more senior to you requires understanding your organization and your boss's expectations and preferences. It also requires forthright communication, authenticity, and respect. This Challenge Series exercise examines possible strategies for building upward relationships.
Achieving Goals through Perseverance and Resilience	Obstacles and setbacks can get in the way of your goals. Few things are as frustrating as watching your best-laid plans fall to pieces and go off track. To succeed, you must adapt, keep your focus, and get things back on track; and this requires resilience and perseverance.
Advanced HTML5	This course provides instruction on many of the new API's that have been introduced with HTML5 relating to web support, communication, and 3D graphics. The course also covers features that are strictly speaking not part of the HTML5 specification, but are often associated with HTML5 because they were introduced at much the same time.
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into the visual components of SharePoint which include Ajax and the new server ribbon. Also, this course covers the use and implementation of custom field types and delegate controls. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Application Design and Security in SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into working with user interface and security in SharePoint This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Backing up, Restoring, and Troubleshooting Essentials 2010	As with any IT system resource, a backup and restore plan should be documented and followed to ensure no data is lost in case of an unexpected failure. System Center Essentials 2010 is a management system that provides a central location for administrators to manage clients and servers within their organizations. Essentials uses databases in SQL Server to store all the data that is recorded during the management of the computers, and these databases need to be backed up to ensure this information is not lost. If there is a failure, there also needs to be a documented plan for restoring the data to have Essential back online with minimal downtime. To troubleshoot issues with System Center Essentials, log files are provided to give more insight into the issue and to help resolve it quickly. This course discusses how to back up System Center Essentials and how to restore it after a failure. It also discusses how to troubleshoot common installation, configuration, and features issues.
Basic Business Math: Averages and Equations	Basic math skills are practical in any business situation, whether it's calculating average call turnaround times in a call center or using equations to find the stock of inventory and the items that have been sold in a retail store. Because math skills are valuable in so many business situations, refreshing your skills can demonstrate your mathematical competence and business savvy.
Basic Business Math: Charts and Graphs	Basic math skills are practical in any business situation. Often, numbers can be portrayed in graphical form, giving the reader clear and concise information at a glance. Being able to read and select the right types of charts and graphs in a basic business environment is invaluable.
Basic Business Math: Percentages and Ratios	An understanding of basic mathematical principles is important for any business person. They enable you to figure out resource requirements, estimate costs, work out average time spent on different activities, or calculate commission earnings. Percentages and ratios are a means of highlighting many relationships in business, not least of which are financial. The ability to calculate work with percentages and ratios is an essential skill for anyone working today.
Basic Business Math: Using Whole Numbers and Decimals	An understanding of basic mathematical principles is important for any businessperson. Math skills enable you to figure out resource requirements, estimate costs, work out average time spent on different activities, and calculate commission earnings. The ability to analyze and comprehend numbers is a vital skill for personal, as well as corporate, growth and success.
Bouncing Back with Perseverance and Resilience	No matter what your current project, success is never guaranteed. Sometimes, you may fail. To achieve your goals when this happens, you need the ability to bounce back, regain your focus, and take action â€" fast. Delivering on your goal is often about being able to rise to a challenge and overcome an obstacle.
Brand Management for Social Media and Wireless Technologies	The brand tenets of the past â€" notably control and predictability â€" are no longer valid. Ever-increasing consumer power, driven by social media and other web-based and wireless technologies, is having a significant impact on brand effectiveness and brand staying power. Consumers are now key drivers for corporate brand strategy. Brand managers need to understand how to harness the power of these technologies and how consumers interact with these technologies. And they must appreciate how they can use social media and wireless technologies to their strategic advantage. This course provides instruction on the benefits and potential risks associated with the use of social media and wireless technologies to promote a brand. It also explores how brand managers should approach branding across these platforms in order to improve brand visibility and ultimately brand success.
Building Lasting Customer-brand Relationships	The focus of brand management today is on building lasting relationships between a brand and its customers. Effective brand relationship management involves knowing a brand's customers and being aware of their changing needs and behaviors. It also involves looking for new ways to deepen the attachment between a brand and its customers. This course explores how customers connect with brands and provides an overview of actions you can take to develop a customer-brand relationship. It also outlines a methodology to analyze customer-brand connections and to make a connection at an emotional level by using brand stories.
Business Execution: Crafting a Business Strategy that Executes	Good planning gives your company a competitive advantage. However, a large proportion of the planned strategy often fails to materialize. This isn't because of unforeseeable events but because the plans lack reality, failing to fully assess the implementation capabilities of the organization and its position within the environment. Executable strategy begins with a clearly-defined strategic direction that considers existing strategy, as well as internal and external influences. Strategic themes then enable an organization to develop a workable strategy that aligns with its goals.
Business Execution: Understanding the Fundamentals	Business managers are usually comfortable formulating strategy to enhance business outcomes. But what happens when plans fail to translate to reality? Why is business execution so difficult? Delivery is vital to the survival of all organizations, yet unclear plans, unsuitable workforces, and limited resources can have a detrimental effect on the best strategic ideas. Good leadership, having the right people in the right roles, and a business culture that's focused on getting the job done are the cornerstones to building and maintaining a company that can execute its strategy. This course will review the drivers of business execution and the fundamental concepts that companies need to pay attention to in order to realize their plans. The course looks at the leadership behaviors that foster actionable strategy, as well as the value of selecting the right people for the right roles. It also considers how to create and manage a 'get it done' culture.
Business Law and Ethics	Dealing with the balance of ethics and the law is a day-to-day challenge for many managers. While you might be inclined to act in ways that are legal in the technical sense, there is value also in recognizing the intent behind a law. Meeting the spirit of the law often comes down to acting in a way that is both legal and ethical.
Business Law and the Manager's Responsibilities	Do you know what your legal responsibilities are as a manager? Do you know that in certain circumstances you may be held personally responsible for the actions of others? How can you protect your organization and yourself when dealing with legal issues? As a manager, knowing the answers to these questions can help you make decisions that are better for you and your organization.
Business Law Basic Concepts	How does the law impact you in your day-to-day operations? Have you ever thought about the issue of legal accountability and how it will determine the decisions you have to make as a manager?
Campus to Corporate: Developing a Professional Image	Projecting a professional image is vital to career success. Knowing how to dress is part of it, but there's much more. It's about demonstrating your best qualities through the attitude you bring to your work. And it's about respecting yourself, your job, your organization, and your coworkers. This course explains how you can show professionalism by your appearance and by following rules of conduct â€" for example, rules about using cell phones at work or about what you publish on social networking sites, even on your own time. It also offers guidance on the basics of how to communicate in a professional manner. Finally, it helps you recognize and avoid e-mail blunders that could diminish your professional image.
Campus to Corporate: Meeting New Expectations	Campus life is now behind you, and you are taking the first steps along your career path. The better you can adjust to the new expectations, the smoother and easier these steps will be. This course gives you an understanding of corporate culture so you'll have a better grasp of the new expectations. It also outlines how to manage your time and responsibilities in this new environment and how to demonstrate initiative. Finally, it explains the importance of building good professional relationships with your colleagues and shows you what you can do to foster these relationships.
Capital Budgeting: Capital Allocation	No organization can claim to have an infinite amount of capital for funding projects. Capital rationing is a fact of organizational life that often requires decision makers to make difficult choices between promising investments. In deciding which projects to accept or reject, an organization must not only perform a quantitative assessment to choose the most profitable projects, but also assess a variety of qualitative factors to analyze the impact and feasibility of each project. Quantitative assessment leads to sound capital allocation based on projected cash flows, while qualitative assessment adds an element of risk management, relying on the experience and knowledge of those familiar with the business. Once capital is allocated and projects are implemented, it's important to continue to monitor the projects' progress. A post-implementation audit is an important follow-up, used to detect any deviations from the forecasted results and to gain experience that can be used in making future capital budgeting decisions.
Capital Budgeting: Discounted Payback Period and Profitability Index	When it comes to deciding which new projects to invest in, organizations rely on quantitative tools to objectively compare different proposals. Using measures such as profitability index (PI) and discounted payback period (DPBP), decision makers assess which projects to undertake â€" the ones that will maximize the value of the organization. These tools account for changes in the value of future cash flows due to the time value of money.
Capital Budgeting: Net Present Value and Internal Rate of Return	Organizations rely heavily on quantitative tools such as net present value (NPV) and internal rate of return (IRR) measures to assess which projects to undertake through the capital budgeting process. These tools are based on the time value of money concept, which enables you to calculate the present value of expected project returns and compare projects based on their present value.
Capital Budgeting: The Capital Budgeting Process	Organizations everywhere must decide how to most efficiently spend their capital to continue operations, innovate, and grow. Capital budgeting is a systematic process used to determine how capital â€" a limited resource â€" is best allocated to projects that maximize the value of the organization. The projects chosen must align with the organization's greater strategy.
CISA Domain: Governance and Management of IT â€" Part 1	IS Governance is an incredibly important part of IS security. Management and monitoring of resources are built into the audit process and the CISA must be aware of the role they will play in the process. This course examines the role of Governance, IT Management and IT Monitoring, and the strategies and models used to evaluate and create policies and procedures within the environment. This course also examines the Risk Management strategies that can be used, and how the CISA plays a role in choosing the correct strategy for the environment. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organizationâ€™s information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: Governance and Management of IT - Part 2	Information Security Management Practices should adhere to the business goals of an organization, aligning to the objectives that management set down for company improvement. This course examines different types of management practices such as human resource management, sourcing management, change management, financial management, and quality management. This course also looks at how segregation of duties is used to better control information security. Finally, this course examines business continuity and impact analysis and how it can be used as part of information security management practices. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organizationâ€™s information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.

Course	Description
CISA Domain: IS Operations, Maintenance and Support – Part 1	Auditing IS functions must take the hardware and infrastructure resources into account. This course examines IS operation and how it is managed along with IS hardware, and the various components that need to be monitored and audited. This course also examines the architecture of the software and the data management systems that are used in an IS environment. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: IS Operations, Maintenance, and Support - Part 2	Enterprise network infrastructures and architectures are an integral part of enterprise environments today and are widely unknown to most users. The IS auditor must have a high level knowledge of these frameworks and a clear communication path to those who control them. This course examines the types of networks that are commonly found in enterprises today and the services and components that are commonly used in them. This course also examines disaster recovery strategies and scenarios that must be put in place to deal with any emergency situations that may occur. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: IS Acquisition, Development and Implementation - Part 2	Business Application Systems play a substantial role in many corporate infrastructures today. This course examines the role of the auditor in environments where business application systems and agile development systems are being used. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: IS Acquisition, Development and Implementation - Part 3	This course examines the auditor's role in auditing physical and software infrastructures and the maintenance of those infrastructures. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: IS Acquisition, Development, and Implementation - Part 1	The acquisition, development, and management of business projects are important in all information systems builds. The CISA must make sure that all these aspects are brought together, and that the business model of the organization is adhered to at all times during this process. This course examines how business realization is applied, how project management structures are built, and how project management practices are used to correctly implement the project management structures. This course also examines the business applications that are used, and the processes that play a part in these implementations, such as SDLC. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help prepare learners for the CISA examination.
CISA Domain: The Process of Auditing Information Systems - Part 2	While performing audits, it is extremely important to classify audit information and to evaluate and document both the controls used and the outcomes of all parts of the audit process. This course examines the audit classification process, how risk-based auditing is performed, how compliance testing is used, and the processes and procedures used to evaluate and document the audit process. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organization's information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: The Process of Auditing Information Systems – Part1	Auditing Information Systems has become an integral part of business management in both big and small corporate environments. This course examines the starting points for performing and IS audit and some of the standards, guidelines, tools and, techniques that can be used to setup, manage, and monitor the audit function. The Certified Information Systems Auditor (CISA) certification is known worldwide as a standard of achievement for those who audit, control, monitor and assess an organization's information technology and business systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
Cold Stress	This course will discuss the effects of cold on your body, outline the risk factors for cold-related ailments, and describe the associated treatments for each. This training will also describe several preventive measure techniques and safe work practices that you can use to protect yourself from cold-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Communicating during Difficult Times	Communication is never more important than when a business is experiencing difficult times. When a company is affected by a struggling economy or other pressures, hard decisions have to be made, and employees need to be on board with these decisions. Different levels of leadership bear specific responsibilities at such times. These responsibilities include communicating strategic vision, explaining the rationale for decisions made, and translating those decisions into day-to-day operational terms. Leaders need to communicate to employees how decisions made in difficult times will benefit them and the organization, and impress on them the importance of understanding, accepting, and carrying out these decisions. Creating a comprehensive and empathetic communication plan that identifies the exact nature of the decisions and the actions needed to implement them will help leaders get the necessary support from employees.
Communicating with Professionalism and Etiquette	Organizations rely on proper communications to build strong relationships among employees and develop their customer base. Those who excel in professional environments understand the difference proper communication etiquette makes in demonstrating professionalism and competence. Following the accepted norms and behaviors of communicating in the workplace can help you to ensure that your messages are conveyed as you intended. Observing norms enables you to build and nurture your relationships with colleagues, subordinates, and superiors. This course strengthens your ability to communicate in a professional manner. It walks you through the etiquette of speaking to others in person, as well as on the phone. It then explores the often neglected common rules of written communication, particularly with regard to e-mail. And it considers appropriate ways of communicating using online chat, the best way to conduct yourself during conference calls, and how to set up and use voicemail effectively.
Competitive Marketing Strategies: Analyzing Competitors	To formulate successful competitive marketing strategies for your organization, you need to understand your competitors. Who are your key rivals and what drives their marketing decisions? What do they do well and where do they miss the mark? Gathering and analyzing this kind of information is the starting point for developing effective strategies that can increase your competitive advantage and build market share. This course describes a process for developing a competitor intelligence system that enables you to better understand what you're up against and how you can use information about competitors to design your own marketing strategies for maximum effectiveness.
Competitive Marketing Strategies: Conducting an Internal Analysis	When developing competitive marketing strategies, one of the most important steps is carrying out effective research and analysis. As well as assessing the external competitive environment, you need to look inward. In other words, you need to assess your organizational capabilities – what unique skills and resources does your organization have and how can it effectively deploy these to deliver a sustainable competitive advantage? In addition, you need to consider your marketing activities – how relevant are your marketing objectives, given your organization's current and potential capabilities? And what kind of profile does the marketing function have in your organization? Addressing questions like these will help you improve and develop strategies that reflect your unique capabilities. This course describes how to conduct an internal analysis as part of the process of developing competitive marketing strategies. It explains the types of questions you may need to ask about your organizational resources and capabilities. And it describes areas to consider when doing a marketing audit, including innovation activities.
Competitive Marketing Strategies: Selecting and Implementing Strategies	Competitive marketing strategies can help your organization gain market share, minimize the impact of competitors, and increase revenues. These outcomes can only be achieved, however, if organizations understand how to translate their competitive advantages into winning strategies. This course describes the different types of competitive advantages that can help an organization distinguish itself from the competition. It outlines how to choose the most appropriate competitive marketing approach based on those advantages. It also explains the key components of a competitive marketing plan, which shows how strategies can be put into action. Finally, the course describes how to approach the implementation of competitive marketing efforts in order to ensure buy-in and support from key stakeholders.
Creating and Maintaining a Positive Work Environment	Leaders play a vital role in establishing and maintaining a positive work environment. This is key to any organization's long-term success, no matter how many employees you have. It's leaders who foster the work atmosphere; they're responsible for conducting things in a way that helps raise people's spirits. Leaders can also help counteract a negative environment, and create a positive one by communicating honestly, respecting and supporting others, and maintaining a good attitude themselves. This course introduces some best practices for creating a positive work environment. Specifically, you'll learn the benefits to establishing it, its characteristics, and some concrete steps you can take to create one. You'll also explore how to maintain this atmosphere by learning how to recognize the signs and impact of negativity and how to take corrective action. Finally, you'll be able to practice through a simulated scenario how to maintain a positive work environment with your employees.
Creating and Sustaining a Customer-focused Organization	To create a customer-focused organization, you need an in-depth understanding of what types of customer-focused tools and solutions are available. And you must know the level of customer focus that you're seeking to achieve. As a manager, you also need to know how to select the most appropriate implementation strategy that aligns with your organization's capabilities and its objectives. This will help you to create stronger, more valuable, and lasting relationships and experiences for your customers. This course provides direction on how to approach, implement, and sustain effective customer-focused service strategies in order to increase your organization's competitive advantage.
Creating User Interfaces for Windows Applications with C# 2010	Windows Forms and Windows Presentation Foundation (WPF) includes various controls that allow for the development of rich user interfaces. They also allow for the creation of user defined and custom controls as well as the integration of Windows Forms with WPF. This course covers the various control and layout options that comprise the User Interface. Specific topics covered include creating and configuring controls, creating user and custom controls, layout panels, and utilizing Windows Forms in a WPF application.
Creating Windows Applications with C# 2010	Windows Forms and Windows Presentation Foundation (WPF) along with Visual Studio 2010 enable developers to build sophisticated Windows client applications to run on, and take advantage of the capabilities of the Windows platform. This course introduces the learner to WPF and outlines the application types supported by it, basic application creation, basic configuration, and event handling using C# 2010. Specific topics covered include creating WPF applications, utilizing WinForms, handling events, and configuring commands and application settings.
Cross-functional Strategic Management	Cross-functional management involves managing in a way that bridges the functional silos that constrain your organization. You have to rethink your approach to business operations and promote synergy and collaboration in a team-based environment while moving toward a common objective. This course defines organizational cross-functionality and its benefits. It helps you develop techniques to support a cross-functional strategy throughout your organization. And it shows you how different types of knowledge management systems can play a role in implementing that strategy.
Custom Branding and Navigation for SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into the branding of SharePoint, which includes working with master pages, page layouts, and application pages. It also covers working with navigation controls and providers. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Customer Advocacy: Communicating to Build Trusting Customer Relationships	Customer advocacy is an approach to customer management that seeks to generate exceptional value for customers by focusing on their success. At a time when customers have more power than ever, customer advocacy can be an effective way of building long-lasting customer relationships. Advocates keep the best interests of the customer in mind – even if it means recommending competitors' products or services. This builds trust in the advocate organization. To be successful at customer advocacy, however, an organization needs an in-depth, ongoing understanding of what customers truly value. This course describes how to find out what customers value by using effective questioning techniques and then draw on this feedback to drive improvements in the customer experience. And the course outlines the importance of trust in the customer relationship and how a customer advocacy approach helps build trust. It also describes how to address customer complaints and problems in a way that builds trust. This entails viewing complaints as key opportunities for both resolving issues and providing customers with the tools and services they need in order to be successful.
Customer Advocacy: Enhancing the Customer Experience	Providing customers with a valuable experience each time they interact with your organization is a hallmark of effective customer advocacy. But many customer experiences are forgettable because nothing particularly important happens. So how can organizations turn these experiences into something more than they are – into experiences that create an emotional connection with the customer and deliver the unexpected?
Customer Advocacy: Supporting Customer Advocacy	The success of customer advocacy efforts is directly related to an organization's ability to not only meet but also exceed customer expectations at every point of contact. This requires a knowledgeable and motivated employee base that has a solid understanding of what customer advocacy means and how to implement it effectively. But employees need support from management to achieve success. This course describes how to support customer advocacy efforts effectively in your organization. It explains how to communicate the goals and values that drive the customer advocacy approach, and how to create an environment that supports cooperation and coordination – two important elements in achieving success with customer advocacy. In addition, the course describes how to motivate advocacy employees by rewarding cooperation. And it explains how to measure the success of your customer advocacy efforts so that you can provide support to employees in areas where they may need help, as well as provide positive feedback about what they're doing well.
Customer-focused Interaction	Having positive interactions with your customers is one of the most effective ways to ensure you're providing excellent customer service. However, customers' expectations have evolved over time, and so too have customer service strategies. Many organizations are improving their customer relationships and customer satisfaction levels by moving beyond traditional methods of gaining client feedback, such as from customer satisfaction surveys. Instead, these companies are engaging in real-time conversations with their customers through various technologies, such as social media and wireless Internet. And they're integrating customer relationship management (CRM) with knowledge management to further support and enhance their existing efforts. This course provides insight into the role of social media and mobile technologies in supporting customer-focused service cultures. And it looks at how these technologies can generate a direct and positive impact on an organization's customer service levels and, ultimately, competitive position.
Data Access and Storage in SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into consuming external data sources, and Business Catalog services. This course also covers integration using SOAP, and introduces WCF and REST. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Database Systems and Relational Databases	A database is used by organizations to store their data, and allow their employees to access, update, and manage it. Organizations use a Database Management System, also known as a DBMS to control, store, organization and retrieve that data for the users through end-user applications. There are multiple types of database, such as flat-file, network, and hierarchical. The most widely used database is the relational database, which is based on a mathematical theory. A relational database stores data in relations, which are tables, that store data in rows or tuples and columns or attributes. The relational database is based on the relational model and consists of a relational schema which contains the database objects. This course discusses what database and DBMS are, the different database models and the database architectures. It also discusses what relational databases are, its components, and how relational databases were identified by Dr. Edgar Codd, including the 12 rules that were identified that a database should adhere to be considered relational.

Course	Description
Dealing with Common Meeting Problems	Have you ever been in a meeting where conflict got in the way of achieving meeting goals? Where someone dominated the discussion and others didn't contribute at all? Where the discussion wandered and little was accomplished? The human factor can introduce problems in meetings, despite your best preparation and planning endeavors. But you can learn to improve the effectiveness of your meetings by evaluating them and addressing common problems that jeopardize their progress.
Delivering a Difficult Message with Diplomacy and Tact	Delivering a difficult message can be one of the most challenging things you do in a professional environment. It can bring anxiety, as you are faced with addressing an uncomfortable issue, and stress at the thought of the conversation's potential to result in a situation of high emotions.
Developing a Brand Internally	Many brands fail to deliver what they promise because of a lack of internal focus and engagement in the brand development process. If your employees and organizational culture aren't aligned with your brand, you'll likely fail to deliver the full value potential of your brand. Internal engagement is increasingly being viewed as not only key to effective brand development, but an important driver of customer value. Aligning the brand promise, organizational actions, and the real brand experience helps generate brand staying power and customer loyalty. This course discusses the benefits associated with developing brands through internal engagement and provides instruction on how to approach and implement an internal brand development program. It also provides direction on how to measure and sustain internal branding efforts over time.
Developing a High-performance Organization	Helping your organization to reach its full potential is among your most important responsibilities as a leader. In a modern competitive business environment, tapping an organization's potential for high performance not only helps it to be more competitive but also helps it to better respond to and manage the influence of external factors. In short, high-performance organizations are those with a competitive edge. Facilitating a high-performance environment requires the right skillset. This course helps you assess your organization's potential for high performance in terms of its mission statement, strategy, performance measurement strategies, customer orientation, leadership, and culture.
Developing Business Logic Using SharePoint 2010 Workflows and ECM	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into developing custom workflows, event receivers and customizing Enterprise Content Management features. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010. Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010. Application Development certification.
Developing Character for Perseverance and Resilience	Some people seem to rise effortlessly through the ranks of the organization. You might equate this success with natural ability, talent, and business acumen. However, there's often another story behind this success: the challenges and the setbacks that had to be overcome, and the approach that led to achievement. Because setbacks are an inevitable part of daily life, you must develop an attitude of perseverance and resilience in order to reach your goals. From changes in the economic climate to the loss of working resources, setbacks are challenges you encounter and must somehow overcome.
Developing SharePoint 2010 Web Parts and Controls	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into developing, debugging web parts, delegate controls and .NET user controls. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010, Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010. Application Development certification.
Developing the Right Attitude for Performing under Pressure	With the right attitude, you can optimize your performance under pressure. Although meeting the challenge of high pressure situations is a different experience for everyone, one thing is constant: you need an attitude that leads to effective and efficient goal-oriented action. You won't always be able to control the external events that lead to pressure, but you can control your reaction.
Development Models and Methods in SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into SharePoint sandboxing, workflows, and event receivers for development. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010	This course shows how to implement discovery, routing, and RESTful services in .NET Windows Communication Foundation (WCF) 4 applications using Visual C#. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Technology Specialist: Microsoft .NET Framework 4 Windows Communication Foundation exam (70-513).
Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010	This course shows how to implement discovery, routing, and RESTful services in .NET Windows Communication Foundation (WCF) 4 applications using Visual Basic. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Technology Specialist: Microsoft .NET Framework 4 Windows Communication Foundation exam (70-513).
Effective Succession Planning: Determining a Talent Pool for Key Positions	Do you want to take the guesswork out of determining your company's future and avert a crisis if key positions are left vacant? Building a talent pool for your organization is a deliberate, systematic effort to find high-potential employees for key positions within your workforce. It's a smart business decision to assess current and future talent.
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	Like all relationships, mentoring comes with its share of obstacles. Effectively building and maintaining a mentoring relationship is important for creating a satisfying and productive pairing. Although the mentee drives the growth phase of the mentoring relationship, the mentor's ability to effectively understand, gauge, probe, and respond to the issues the mentee brings to the table is a crucial aspect of maintaining a solid mentor-mentee bond. In this course, you'll learn how to manage the mentor-mentee relationship and how to respond appropriately to issues that arise. The course examines how to give constructive feedback that enables mentees to solve their own problems. It also provides guidelines on how to deal with program issues such as too much formality and too little support. It explains how to address interpersonal issues in order to sustain a valuable mentoring relationship. Finally, it looks at the unique issues that might arise when mentors and mentees are involved in a virtual mentoring relationship.
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	Mentoring programs are as varied as the organizations that implement them. Options include one-to-one, group, executive, and e-mentoring approaches. These all share common execution strategies that can establish your mentoring program as a viable function within your company. Understanding the goals required from your mentoring program and ensuring that support is available for both mentors and mentees will aid your decision on how to approach mentoring for your company. This course explores how to set up a successful mentoring program by looking at the elements that are needed to design and implement an effective program. It covers how to prepare and plan your program so that participants are oriented and connected effectively. And it explores the criteria for matching mentees and mentors to create fruitful relationships. You will also learn the importance of personal development plans and how to set the learning process in motion so that mentees can achieve their objectives.
Essential Mentoring Techniques: Mentoring Fundamentals	Mentoring can benefit everyone. Mentor relationships, whether formal or informal, are a key to enabling success in both our personal and professional lives. Facilitated mentoring programs offered by organizations can lead to employees acquiring knowledge and expertise more efficiently. These programs also offer other benefits, such as increasing employee retention and work productivity. The mentor relationship helps mentees work out what they want to achieve and how to get there, while benefiting the mentor in the capacity as a role model. Mentors are much more than coaches. They help the whole individual develop by providing advice and resources, supporting career goals, and celebrating achievements.
Evaluating Supplier Performance and Managing Supplier Relationships	Evaluating the performance of your suppliers and maintaining mutually fulfilling relationships with them are essential activities in supplier relationship management. There are many types of supplier-related problems that you may have to deal with, and effective purchasing personnel use key performance criteria to analyze and track their suppliers' performance. Analysis of supplier performance can help you ensure that your company is getting the best value and service from suppliers, and detect areas in which corrective action needs to be taken. Effective performance feedback is a key component of long-term supplier partnerships.
Forming Peer Relationships and Alliances at Work	Developing a healthy network of peers you trust plays a major role in your success at work. Cultivating these relationships is an important responsibility and it requires awareness, skills, and technique. Establishing a network of mutually supportive peers requires more than an appearance at a social event your organization sponsors. It's an ongoing exercise in demonstrating social skills and an interest in the success of others. It involves recognizing the role each person serves and building collaborative relationships with a diverse network of your peers who support you as you support them.
Fundamentals of Organizational Behavior for the Individual	Globalization, diversity, outsourcing, virtual teams, downsizing, and changing forms of work are just some of the challenges facing companies today. Managers must be prepared to deal with the organizational issues that such challenges give rise to. Whether you're in Human Resources, a manager of a large department, or the leader of your team, you have to be able to constantly improve the organizational dynamics in your workplace. To do this, you need to start with the individual, which means you need to be able to recognize and work with different individual behaviors, attitudes, and perceptions. This course defines organizational behavior and identifies the variables and characteristics that influence an individual's attitudes and perceptions in the workplace, and how these can affect performance. And it shows how you can improve the attitudes, perceptions, and behaviors of employees at an individual level within your organization.
Fundamentals of Organizational Learning	Organizational learning is often considered a luxury, and the tendency to focus on the 'here and now' can shift attention away from the need for continuous learning at all levels of the organization. The reality, however, is that organizations that develop a learning culture will not only weather difficult times better than most, but will flourish in an ultra-competitive global market.
Fundamentals of Purchasing and Vendor Management	Purchasing and vendor management are important organizational functions. An organization's purchases account for a large share of its total costs. The changing nature of today's business environment and the move toward decentralization have extended the purchasing function to departmental levels so that it also includes non-purchasing professionals. Regardless of their specific roles, many managers and team leaders have purchasing and vendor management responsibilities. These individuals must understand the purchasing process and have a general knowledge of common purchasing considerations and strategies and their impact on purchasing activities at the departmental level. Equipping purchasing personnel in this way can help organizations save on purchases and build more rewarding vendor relationships.
Getting Started with Crystal Reports 2011	Business data comes from a variety of sources and is stored in various formats. The volume and variety of business data presents immense potential for understanding and responding to customer requirements and business process optimization. In order to realize this potential, SAP provides the Crystal Reports 2011 reporting tool.
Getting Started with Software Programming	Today's computers are powerful tools capable of accomplishing sophisticated tasks, but not without the assistance of skilled software developers. This course introduces the learner to the magic behind computer software development, beginning with a brief history of computer languages and how these languages have evolved into powerful programming environments, and ending with the actual creation of simple algorithms.
Getting Started with WCF 4 Using C# 2010	This course introduces the .NET Windows Communication Foundation (WCF) technology and its architecture. It shows how to create a basic WCF service and how to host the service in a managed application, a Windows Service, Internet Information Service (IIS), or Windows Process Application Activation Services (WAS). It also covers how to generate a client proxy class and configuration file to access a WCF service. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Technology Specialist: Microsoft Windows Communication Foundation Development with Microsoft .NET Framework 4 exam (70-513).
Getting Started with WCF 4 using VB 2010	This course introduces the .NET Windows Communication Foundation (WCF) technology and its architecture. It shows how to create a basic WCF service and how to host the service in a managed application, a Windows Service, Internet Information Service (IIS), or Windows Process Application Activation Services (WAS). It also covers how to generate a client proxy class and configuration file to access a WCF service. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Technology Specialist: Microsoft Windows Communication Foundation Development with Microsoft .NET Framework 4 exam (70-513).
Global Brand Management	Extending a brand globally is an intricate process that requires thorough research and preparation, organizational commitment, and a strong understanding of the risks and rewards associated with taking a brand global. This course outlines how to best approach global brand development by outlining how to carry out essential international market research and internal analysis, and the key stages associated with launching a global brand. It also provides the main guiding principles for global branding and outlines the level of organizational support required for any successful global branding effort. And it addresses the impact of counterfeiting and trademark infringement on brands, what it means for global brand managers, and how corporate social responsibility can be used as means to help protect global brands.
Hexavalent Chromium	Hexavalent chromium, also known as chromium (VI) and hex chrom, is the toxic form of the metal chromium. It has many industry sources, including chromate pigments in paints and dyes; chromates used as anticorrosive agents in primers and surface coatings; chromic acid electroplated on to metal parts; and particle byproducts that result from welding and smelting specific metals.
HR as Business Partner: Using Metrics and Designing Strategic Initiatives	When HR aligns its initiatives with higher-level business strategy, your organization will be better positioned to achieve its goals. By becoming part of the strategic planning process, HR can help drive the future success of the company because, ultimately, all business objectives are met by the organization's people. By collecting data on meaningful outcomes, HR can steer the organization in the right direction, and design initiatives that directly serve the business strategy.
Identifying and Managing Customer Expectations	Understanding your customers' expectations and behaviors is essential to implementing a successful customer-focused service approach. But how do you get to the core of what your customers truly value? This course explores what customers value from a service perspective and how to identify their needs and expectations. It also examines how you can use customer relationship management tools to help identify and manage customer expectations in order to maintain competitive advantage.
Independent Contractors and Temporary Employees	Many companies are hiring contract or temporary employees to meet their changing staffing needs. Before hiring an independent contractor or temporary employee â€" also referred to as a contingency worker â€" companies should be aware of the costs involved along with the relevant legal and taxation issues. It is important that both parties have a clear understanding of the terms of their agreement with the appropriate distribution of risks and responsibilities. This course explains the differences between independent contractors and temporary employees, the benefits and drawbacks of both, and how to get the most out of your hiring practices.
Information Architecture and Workflow Solutions in SharePoint 2010	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into SharePoint content types, taxonomy, workflows and workflow toolsets. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-576: PRO: Designing and Developing Microsoft SharePoint 2010 Applications. Passing this exam will earn the learner (MCPD): SharePoint Developer 2010 certification.
Initiating Succession Planning	What if one of your key people suddenly left the position? If this person's role affects your business ventures, direction, and productivity, could you find the talent you need if you only had very little time to do it? Would you scramble trying to replace that person by placing ads, phoning contacts, and taking the first available suitable replacement? You can eliminate such scenarios through succession planning. This can also help you develop talent for your organization for key roles that impact business initiatives and productivity. An effective succession planning program involves seeking out talent from a broad range of sources, assessing leadership potential, involving others in planning for talent, and using various methods to develop and prepare people for advancement.
Insider Trading	Illegal insider trading is harmful to the marketplace and can seriously undermine investor confidence. This course will explore the laws that govern the trading of stocks and other securities by corporate insiders and describe the role the Securities and Exchange Commission plays in enforcement. It will also discuss the civil and criminal penalties for insider trading and the procedures for reporting illegal behavior.
Installing and Configuring System Center Essentials 2010	System Center Essentials 2010 is a system management tool for medium-size organizations. It is used by network administrators to manage computers and devices in their organizations. Essentials 2010 can be used to secure, monitor, update, and track their clients and servers in one central location, and can also be configured to manage clients and computers in workgroup based networks within the organization. This course discusses the benefits and features of using Essentials 2010. It also demonstrates how to install and complete the initial configuration, as well as how to install agents on clients and servers that will be managed using Essentials.

Course	Description
Introducing Cloud Computing	This course explores the evolution and definition of cloud computing and cloud services. It provides a look at the key characteristics that make cloud services unique and very valuable to some business scenarios. The course serves as a basic technology overview of the concepts and strategies emerging from the cloud and aims to provide the background needed to determine if and how cloud products and services can improve traditional business processes.
Introduction to Designing a Relational Database	Database design is an important process for creating databases. In an organization, the process sets the foundation for good database implementation and ensures that everything required for the business is provided. It also ensures that the database will perform as expected for the users. This course discusses what database modeling is and how it is used to aid database design. This course also describes the four steps in the database design life cycle, which are: requirements gathering and analysis, conceptual database design, logical database design, and physical database design. In addition, this course describes how to complete the first two steps in the database design life cycle â€" gathering and analyzing business requirements and developing the conceptual database design.
Introduction to HTML5 and CSS3	This course provides an overview of the changes to HTML5 and CSS3 from their previous versions. It introduces some of the key features of HTML5 and CSS3, and how to apply these features to create a simple HTML5 program styled with CSS3. This course also shows how supporting browsers will render the page and provides fallback solutions for non-supporting browsers.
Introduction to Java EE 6	The Java platform, Enterprise Edition, or Java EE is the enterprise edition of Java. It comprises a group of technologies that enable components for all tiers of an enterprise application to be developed. Java EE is itself a set of specifications. The Java EE 6 software development kit (SDK) is a reference implementation provided by Oracle that enables developers to build, test and deploy Java EE applications.
Introduction to Software Program Design	In order to work their magic, computer programmers need to understand the various methods required by programming languages. This course introduces the learner to the basic methods and processes necessary to construct algorithms, including variables and data types, expressions and statements, and more advanced concepts like arrays and functions.
IT Strategy Essentials: Business and IT Strategy Alignment	How well are IT and business strategies aligned in your organization? In companies where IT and business collaborate successfully, IT is often used to exploit innovation to drive constant improvement in business operations. This can result in new products and capabilities that give the company a competitive advantage. You can measure IT and business alignment by examining the extent to which IT supports business goals, and the degree to which business strategy capitalizes on IT capabilities. This course reviews the essential components of an IT-business aligned strategy. It also describes how to identify the level of IT and business alignment in your organization, and how to determine the value IT currently brings to your business in areas such as innovation, automation, and knowledge management. In addition, the course outlines ways you might improve alignment by, for example, developing an understanding of the role IT plays and how that role affects budget, selection of technology, and IT governance.
ITILÂ® 2011 Edition Foundation: ITILÂ® and the Service Lifecycle	Organizations that provide IT services to internal or external customers need to provide excellent services to enhance value to the organization. The IT Infrastructure Library (ITILÂ®) can help organizations achieve these goals and increase external and internal customer satisfaction. To be successful, an organization needs to have the capabilities to manage these services and good practices to ensure these capabilities are fully utilized. This course addresses using service management as a practice for IT companies. This course will assist the learner in preparing for the ITILÂ® Foundation level certification examination and is aligned with the ITILÂ® 2011 Edition syllabus.
ITILÂ® 2011 Edition Foundation: Service Design Fundamentals	IT organizations must design their services according to their business objectives, thereby aligning those services with their business needs. Within ITILÂ®, Service Design is a stage of the Service Lifecycle that helps IT organizations create the design specifications to provide these IT services. This course will assist the learner in preparing for the ITILÂ® Foundation certification examination and is aligned with the ITILÂ® Foundation Syllabus.
ITILÂ® 2011 Edition Foundation: Service Strategy Processes	In order to decide the best path for an IT service organization to grow, service providers need to develop a strategy to maintain an advantage over their competitors. This course details the processes that affect Service Strategy: Demand Management, Financial Management, and business relationship management. This course will assist the learner in preparing for the ITILÂ® Foundation certification examination. This course is aligned with the ITILÂ® Foundation Syllabus.
Key Strategies for Managing Cross-functional Teams	Managing cross-functional teams can be challenging because you have to unite individuals from different departments and different levels of the organization around a common goal. Each phase of a cross-functional team's development has associated risks, and steering the team through these phases requires special leadership characteristics and management techniques. This course explains the various development stages of cross-functional teams and the risks at each stage. It also identifies the key abilities a cross-functional leader should have and outlines best practices for cross-functional team success.
Listening with Skill	Effective listening requires focus and active concentration. This challenge explores skills and methods for listening for comprehension and productive communication.
Making a Positive Impression in an Internal Interview	Interviewing for a new job can be stressful. You can easily get caught up in the anxiety of wondering what the interview questions will be, what answers you should give, and how to leave a positive impression. This can get even worse when the interview is for an opportunity in your current organization, as you try to answers questions about your work from those who know your work well.
Management of Relational Database Data	Database Management Systems, DBMSs, are used to control, maintain, and use a relational database where the data is stored. A relational database consists of the data records, files, and database objects. An important part of each organization is allowing users to gain access to the data for them to view and manipulated if required. In order for users to do this query languages are used which enable users to write queries and send them to the database to retrieve the appropriate data and return it to them. Queries can also be written to manipulate the data by updating, deleting or inserting it to the database. The Structured Query Language, known as SQL or SEQUEL, is the main query language used by most DBMSs, this is based on relational algebra and relational calculus which was developed by Dr. Edgar Codd for his theory for the relational database. This course discusses the relational algebra operations and relational calculus for a relational database, how to use SQL to manage data in a relational database, and how transactions and concurrency control are used to ensure data integrity and data consistency. It also discusses how security is implemented in a relational database to keep the data secure.
Managing Attitudes during Difficult Times	Employees may experience fear, anxiety, and frustration when their company is going through difficult times. If employees' attitudes suffer, so too does their performance. You must take steps to keep employees engaged, enthusiastic, and motivated when a company is facing challenges. By learning how to manage employee attitudes that often surface in difficult times, and by motivating and supporting employees, you can help boost the morale of everyone in your business.
Managing Computers, Devices, and Updates in System Center Essentials 2010	System Center Essentials 2010 allows network administrators to manage computers and devices in midsize IT environments by allowing them to deploy updates and software packages based on specific computer needs. Essentials allows the creation of specific computer groups, and then creates and deploys updates from Microsoft Updates and other software vendors either automatically or manually using packages by automatically or manually approving them. Essentials also provides a way to inventory hardware and software on computers, view the status of updates, and which software packages have been deployed. It also provides a way to remove updates and software packages that have already been deployed to managed computers. This course demonstrates how to manage computers and devices in Essentials 2010 and viewing the inventory on the computers. It also demonstrates how to configure and manage updates and software packages, including how to deploy Microsoft Office 2010 to managed computers in a specific computer group.
Managing Effective Business Meetings	Ineffective meetings can waste time, veer off course, and fail to meet objectives. But with the right techniques, you can lead productive meetings that achieve their goals and leave participants with a sense of satisfaction and accomplishment. Whether regular, recurring, or set up to achieve a special task, all meetings follow a core process: from opening on a positive note, through accomplishing the agenda items, to closing the meeting and following up.
Managing Experienced Managers	Experienced managers are extremely valuable to an organization. With the experience and judgment they have developed over time, these managers can provide leadership and drive to guide the organization to new highs. So it's important that you devote time and other resources to ensuring their ongoing commitment to the organization's long-term and short-term goals. Managers with highly developed skills manage their teams and subordinates more efficiently, reduce overall employee turnover, and increase the organization's performance.
Managing for Rapid Change and Uncertainty	In an ever-changing business environment, organizations globally are faced with the challenges of having to reinvent themselves or face failure. This course examines the factors driving organizational change and shows how you can use a change management strategy to mitigate any potentially negative impact in your organization. It helps you prepare yourself and your team to meet the challenge of change and uncertainty. It also enables you to secure everyone's support while you're implementing change. And it gives you guidelines on how to embed the changes once they've been implemented.
Managing High Performers	Are you paying enough attention to your high performance employees, the people who really help drive your organization? To assume that they don't need your ongoing support because they seem self-sufficient can be a costly mistake. If you don't give them the attention they need and deserve, they may take their energy elsewhere. The key is to keep them engaged and motivated. This course helps you better understand what motivates high performers so you can use effective techniques to retain them and develop their full potential. It focuses on the importance of giving high performers challenging and meaningful work, autonomy, mentoring opportunities, and appropriate feedback.
Managing Internal Dynamics in a Cross-functional Team	One of the greatest benefits of cross-functional teams is the diversity of viewpoints, experience, and backgrounds among team members. But this can also prove to be their biggest weakness if not managed properly. Negative interpersonal dynamics can steer the work of a cross-functional team off-track quickly and irreversibly, jeopardizing its great potential. This course explains how to head off interpersonal problems by facilitating open communication and handling meetings effectively. It also outlines how to resolve conflicts when they do arise in a cross-functional team.
Managing New Managers	People are the most important part of any organization. Developing tomorrow's organizational leaders requires a continuous commitment by managers and HR professionals to prepare new managers to grow into leadership roles. New managers must be properly oriented and trained when moving to their new positions. But training is an ongoing process, and mentoring is one key strategy for turning these new managers into leaders who'll help keep the organization prosperous into the future. This course covers the elements of an effective orientation program. It then illustrates some appropriate techniques for training new managers, such as job coaching, customer and supplier visits, and involvement in shared projects with other teams. Finally, it introduces a mentoring model so you can help new managers realize their leadership potential.
Managing Resources during Difficult Times	Companies facing tough times such as economic hardship or even extreme growth need to take action. In particular, they need to mind their costs, including their staff-related costs. It's important to communicate with employees about changes in costs and potential reductions in staff as soon as possible to maintain their commitment to the company. Downsizing should be a last resort, and there are many progressive measures that can be implemented before resorting to it. But when downsizing is necessary, there must be detailed planning, and careful selection and advising of those affected. This helps avoid negative consequences.
Managing Software Project Outsourcing: Dealing with Risks	Every outsourcing initiative has its risks. These can include the discovery of a strategic mismatch with the vendor, security breaches or loss of intellectual property, and the failure of the outsourced team to implement the project on time or within scope and budget. Risk arises throughout a project â€" from strategic assessment, through planning, implementation, and close. Being aware of the risks and planning your responses can help you manage a successful outsourced project. This course explains how to assess risks by first identifying them and then determining how likely they are to occur and how significant an impact they would have. It describes the key issues to address in a risk control plan, including the risk responses to be applied and the people responsible for taking action. And it presents best practices for reducing risks in an outsourcing relationship.
Managing Software Project Outsourcing: Working with the Outsourced Team	Once a contract is signed with an outsourcing vendor, you must carefully manage the relationship with that vendor. Getting off to a positive start with the outsourced team goes a long way toward achieving success. In this course, you'll learn how to begin the outsourcing relationship positively by being clear about expectations, and preparing your in-house team for the transition to working with the outsourced team. The course also explains key issues to tackle during this transition phase, including training, knowledge transfer, and issue resolution. In addition, it describes how to communicate effectively with the outsourced team and how to address cultural and time zone issues so that you can develop and maintain a positive relationship with your team of outsourcers.
Managing the Dismissal of an Employee	One of the main reasons managers are reluctant to dismiss an employee is because they dread the termination interview. Even if the termination is a layoff, giving notice to an employee is a heavy burden. How you manage the termination interview will impact remaining employees and your organization. You must learn how to handle dismissals fairly by preparing yourself in advance and maintaining control of the situation. Ensure your company's security and the well-being of your team members by undertaking the appropriate follow-up responsibilities.
Manipulating XML with the XML DOM and Ajax	Accessing and parsing XML data is an important facet of utilizing it in web applications. Some of the most popular ways of accessing and parsing XML data are through the XML Document Object Model (XML DOM) and through asynchronous JavaScript and XML (Ajax). This course will explore how to use these techniques with XML to realize its data potential.
Microsoft Excel for Mac 2011: Applying Basic Data Formatting	Excel 2011 provides a number of tools and features that allow you to visually enhance the appearance of worksheets and workbooks. Data and cells can be manipulated and customized using various alignment and formatting features. This course explores the processing of formatting cells and text, using basic formatting options such as bold and underline, and tools such as the Format Painter. The course also shows you how to align text in a worksheet and how to set certain conditions, that when met, change the appearance of the data â€" for example you can format data to quickly see the top 10 values in a range. This course also explains the various options for number formatting in Excel for Mac 2011.
Microsoft Excel for Mac 2011: Getting Started	Excel for Mac 2011 is the newest version of Microsoft's comprehensive spreadsheet tool for Macintosh systems that offers features supporting a wide range of data entry, formatting, organization, and analysis methods. The new ribbon menu arranges the many features of Excel into related tabs, making it easy to quickly access the ones you need. The Excel Workbook Gallery contains a variety of visually appealing templates that simplify file creation by speeding up the styling and formatting processes, and oftentimes adding useful features such as a Total row in a pre-built Invoice template. This course explores these topics and many other basics of Excel 2011, including opening the application, creating new spreadsheets, and entering data both manually and through Excel's automatic features.
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets	Excel for Mac 2011 enables you to produce intuitive and attractive workbooks, and lets you rearrange and move data within the workbooks and worksheets easily. This course explores methods of copying and moving data within a worksheet. It also demonstrates how to modify the layout of a worksheet by adding, removing, and resizing rows and columns. In addition, the course examines ways of inserting new worksheets, deleting worksheets, and rearranging worksheets within a workbook.
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks	While it can often seem complicated and daunting, navigating the Excel 2011 interface isn't all that difficult. This course will show you how to move around the Excel interface using a variety of keys on your keyboard, and by using menu and ribbon commands. The course also covers the ways in which you can view and arrange workbooks and worksheets and explores how you can access Excel's Help features.
Microsoft Excel for Mac 2011: Using Basic Formulas	Formulas are the building blocks of data calculation in Excel for Mac 2011. Being able to use formulas to perform everything from easy to complicated calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. This course introduces formulas, demonstrates how to create and edit them, copy and paste them, and how to check for errors that can arise when using formulas in Excel for Mac 2011.
Microsoft Excel for Mac 2011: Using Basic Functions	One of the great features of Excel for Mac 2011 is its ability to perform a wide variety of functions to make your use of Excel easier. Functions are built-in formulas that save you time by allowing you to choose one that suits your needs rather than creating a complex formula from scratch. This course introduces you to the components of functions, and how and when to use a particular function in the most efficient and practical way.

Course	Description
Microsoft Word for Mac 2011: Adding and Formatting Images	In an effort to make our text clear and organized, we sometimes neglect the overall attractiveness of our documents. This course demonstrates powerful drawing and graphic features of Word 2011 â€" features that can boost the appeal of virtually any document! The course focuses on the processes and tools that allow you to add pictures, Clip Art, photos, and SmartArt to your documents. It also explores drawing components such as shapes, WordArt, and text boxes.
Microsoft Word for Mac 2011: Creating and Formatting Tables	Word for Mac 2011 has a robust set of tools that allow you to create, style, and format tables in your documents. This course explores the various methods of inserting tables in Word documents, including drawing a table by hand, choosing a table size by selecting a layout from a dynamic grid, and by configuring table settings to match the number of columns and rows that you require. It also discusses using table styles to enhance the appearance of tables and changing the layout of tables.
Microsoft Word for Mac 2011: Formatting and Working with Text	Word for Mac 2011 makes it easy to apply layout and style to documents by providing a variety of formatting options. This course explains how to copy and paste text while retaining the formatting from the source location, along with how to apply attractive styles from the Styles gallery, and arrange text through paragraph justification and line spacing. In addition, the creation of page borders, and bulleted and numbered lists are demonstrated.
Microsoft Word for Mac 2011: Getting Started	Word for Mac 2011 is the newest version of Microsoft's word processing tool for the Mac platform. It offers a streamlined interface and features that allow you to create attractive and engaging documents. The ribbon, which is unique to Microsoft Office, organizes Wordâ€™s many features into related tabs and makes it easier to quickly access those you need. And if you don't want to start your document with a blank white page, you can easily choose from a variety of templates using the Word Document Gallery. This course explores these topics and many other basics of using Word 2011, including opening the application, creating new documents, opening documents, basic text editing, and an introduction to the many tools that will help you create and edit your documents.
Microsoft Word for Mac 2011: Moving Around a Document	Word for Mac 2011 offers a variety of intuitive navigation features that help you move around and find your way through documents, whether they're a few pages or hundreds of pages long! This course explores basic navigation features such as scrollbars and built-in tools such as the Sidebar. The Sidebar combines features of the Document Map, thumbnails, Reviewing pane, and Search features found in earlier versions of Word for Mac into one, easy-to-use interface. The course also demonstrates how to use a variety of different views in Word including Full Screen, and explains the views so you know when to use each one to suit your needs.
Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking	Word for Mac 2011 offers a variety of features that enable you to finalize your documents, including various saving and printing options. It also includes a spelling and grammar check tool that helps you to avoid embarrassing mistakes in your documents before sharing them with others. Once you're ready to share your work, you can e-mail your documents as attachments, share through SkyDrive, or use a SharePoint site for collaboration. This course explores these features so you can save, print, proof, and share your files using Word for Mac 2011.
Microsoft Word for Mac 2011: Structuring and Organizing Documents	Microsoft Word for Mac 2011 provides many intuitive options for structuring your documents quickly and easily. This course demonstrates how to set margins and indents so your document uses proper page and paragraph spacing. If you're creating large documents with many pages, you might want to add page numbers to make your information easy to locate. The course explores how to add page numbers along with other structural components that can guide your formatting decisions, such as page and section breaks, headers, and footers.
Monitoring and Using Reports in System Center Essentials 2010	System Center Essentials 2010 allows administrators to actively monitor all objects being managed, ensuring they are running correctly. If a failure occurs or a service is not working properly, they can immediately correct the issue by viewing the alerts that are generated by Essentials monitoring features. Essentials allows notifications to be setup to send alerts when an issue arises. The Authoring feature enables administrators to manage and configure management packs, which contain the monitoring settings for applications and servers, and allows administrators to setup monitoring for Web Applications and distributed applications in the network. To manage computers in the network more efficiently, reports can be run to view specific information about each computer and Essentials also supports the remote accessing of managed objects using Remote Assist and Remote Desktop to aid users or to correct issues that may have occurred. This course demonstrates how to use the monitoring and authoring features in Essentials, as well as how to use reporting and manage computers remotely.
Negotiating Contract Terms	The most successful negotiators strive to achieve win-win results. This Challenge Series exercise explores the obstacles to negotiation and the various techniques that can be used to reach a collaborative solution.
Negotiation Skills for Sales Professionals: Preparing to Negotiate	Effective sales negotiation skills are essential for any successful sales professional. However, being able to maximize the value of your proposal for both you and your customer isn't an easy task. This course provides direction on how to use a strategic negotiation process to strike effective, long-lasting, and profitable sales agreements with your customers. It focuses on the preparation stage of the process: setting clear objectives, prioritizing your concessions, and preparing thoroughly before you initiate negotiations. And it shows you how to conduct research in order to anticipate the customer's needs and potential objectives so you can position yourself for success during the negotiation process.
Negotiation Skills for Sales Professionals: Reaching Agreement	One of the most difficult tasks in sales negotiations is overcoming barriers to agreement and closing the deal. Being able to understand and anticipate certain barriers is an essential skill for every sales professional. This course provides instruction on the following barriers to agreement: deadlock situations, a customer who doesn't trust you, and negotiation tactics designed to force your price down. It also covers strategies for overcoming each of these barriers, and it provides an opportunity to practice the strategies in a realistic simulation.
Negotiation Skills for Sales Professionals: Value Exchange	Negotiating concessions and exchanging value are integral aspects of any sales negotiation process. But when is the best time to make concessions? And how do you make concessions effectively so that you maximize the value of your proposal to the other side and maintain a position of power? This course provides detailed instructions on how to use concessions to achieve agreement during a sales negotiation. It covers guidelines for when to stand your ground and when to give ground, and you'll also have a chance to practice your negotiation skills in a realistic simulation in the final topic of the course.
Oracle SOA Suite 11g: Human Task and Business Rules Components	This course introduces the Human Workflow task component and its functionality. It also introduces you to Oracle Business Rules and its features.
Oracle SOA Suite 11g: Mediator and BPEL Components	This course introduces you to the Mediator component and its routing functionality. You will also be introduced to process orchestration concepts and using the BPEL component.
Oracle SOA Suite 11g: SOA Security and Adoption Planning	This course provides an introduction to the topic of securing services and composite applications. It also describe the activities involved in SOA adoption planning.
Organizational Behavior: Dynamics of a Positive Organizational Culture	An organizational culture isn't a set of rules or standards, but rather an interactive process â€" a social construct that's constantly changing. It's an invisible, dynamic force that drives a company and its actions. Culture is reflected in artifacts, patterns of acceptable behavior, and shared traditions, values, policies, attitudes, structures, and beliefs within any relatively stable organization. In this course, you'll learn how to foster a positive organizational culture. You'll first learn about the characteristics of a positive workplace culture and the benefits it offers. You'll consider the elements that drive the culture of an organization, such as autonomy and the degree of structure. The course also considers how employees influence the culture and how the culture affects employee behavior. And finally, you'll learn how to apply strategies that can help cultivate a healthy and positive workplace.
Organizational Budgeting Activities and the Master Budget	A budget is a financial blueprint for planning an organization's activities and controlling its performance over a designated period of time. It helps allocate an organization's resources as it pursues its financial goals. Organizational budgeting refers to activities that focus on the creation of organizational and departmental budgets, their allocation, and their use in monitoring an organization's activities. Departmental heads, managers, and professionals throughout an organization deal with budgets one way or other in their day-to-day operations, and familiarity with an organization's key budgeting activities is expected at every level.
Organizational Structure and Employee Behavior	The structure of an organization, including the complexity of the management hierarchy and the nature of the authority and reporting flow, can affect all aspects of employee interaction and overall behavior in the company. The organizational structure is the formal framework for communication and authority, and must be designed in a way that enables a company to achieve its mission, goals, and objectives. In this course, you'll learn how to instill positive employee behavior within your organizational structure. You'll first learn about the elements of an organizational structure that can affect employee behavior and how those elements play out in different types of organizational structures â€" functional, divisional, and matrix. You'll also learn about the measures you can take to help ensure employees adapt to the organizational culture. And finally, you'll learn how to enrich the jobs of your employees by determining the best method of job redesign for an employee.
Performing with Others under Pressure	High-pressure environments can be hard on professional relationships. You can so easily get caught up with a major project or looming deadline that your interpersonal skills slip. Under pressure, you may start to make instinctive emotional reactions as your awareness of others' feelings fades. But, to be as effective as possible, you need the support of others, and high-pressure situations are no exception.
Personal Conflict Styles	Understanding the five styles identified by Kenneth Thomas and Ralph Kilmann is useful for navigating conflict. This impact explores these five conflict styles.
Planning and Preparing an Operating Budget	Preparing and planning budgets involves a number of organizational activities, ranging from determining the organization's budgetary goals to approving its budgets over a specific period of time. Individual departments translate the organization's budgetary goals into departmental goals relevant to their area. Preparing operating budgets often starts with revenue forecasting, followed by various expenses budgets. Many forecasting tools are used for forecasting revenues and expenses. Knowing the various activities associated with preparing, reviewing, and having management's approval on operating budgets helps you with your own budgeting responsibilities in the organization.
Portable Fire Extinguishers	This course is designed to protect employees and help prevent serious property loss from workplace fires. It identifies the various classes of fires, types of portable fire extinguishers, and actions to take in the event of a fire. It describes when and how to use portable fire extinguishers to put out small fires.
Preparing for an Internal Interview	Preparing for an internal interview requires a unique strategy to leverage one thing you have over external candidates: an internal understanding of how your organization operates. Making the most of this knowledge can be a major asset to you. Whether it's being able to participate in conversations about your company and industry or demonstrating that you understand the organizational culture, being on the inside means you have a great advantage, which you don't want to waste. Climbing the organizational ladder takes more than a view from the inside, though. You must prove you're ready for the next step in your career. You must be able to create the right impression to show you're competent and ready to perform to the challenges that will come with your new role. This course explores three essential steps in preparing for an internal interview: improving your inside knowledge; assessing your skills, accomplishments, and values; and preparing strong answers to the questions you'll face in the interview.
Preparing for Effective Business Meetings	Whatever their format, efficient meetings are those that not only accomplish tasks but progress in a way that makes the best use of participants' time. Because meetings are one of the most expensive modes of communication in today's organizations, it's critical that you optimize the time you spend in them. Running an effective meeting starts with careful planning.
Preparing Operating Budgets and the Cash Budget	Budgets translate an organization's strategic plans into actionable goals for respective departments. The cash budget and operating budgets, in particular, help departments plan the allocation and use of organization's financial resources. A budgeted income statement, which is the final operating budget to prepare, represents an organization's expected profitability if activities are carried out as planned in operating budgets. A cash budget is prepared to ensure availability of adequate cash to pay for expenses incurred during budgeted period.
Preparing to Dismiss an Employee	Dismissing an employee is never an easy task because it can be emotionally difficult. Also, dismissals can impact other employees and the company. If it's the right thing to do and you're well prepared, the dismissal can provide an opportunity for you to educate other employees, and improve employee morale and productivity. Being well prepared for dismissing an employee allows you to handle the dismissal with integrity and fairness.
Preventing Problem Performance	Few workplaces are entirely free of performance issues. However, you can prevent many problems from developing, and keep small issues from growing into serious ones, by effectively planning, monitoring, and communicating for good performance. Nurturing a culture of performance that includes a strong performance management system is a proactive approach that can prevent problems by helping employees perform to their highest potential. With regular communication and the right mix of monitoring techniques, you can motivate employees toward good performance and identify problems before they get out of hand.
Problem Solving: Process, Tools, and Techniques	In personal and professional settings alike, the interrelated tasks of problem solving and decision making are often encountered. This Challenge Series exercise focuses on the process, techniques, and competencies that help create winning solutions.
Professional Networking Essentials: Developing Confidence	Why can some people walk into a room and start making new acquaintances almost immediately? It's as if they're hardwired to know how to introduce themselves and establish a relationship with everyone they meet. Wouldn't it be great to have that kind of finesse with people and be able to network with ease?
Professional Networking Essentials: Finding Opportunities To Make Connections	In the modern connected business environment, knowing the essentials of professional networking is a major asset and key for success. Networking is all about people and making beneficial connections that will help you build a stable and fulfilling career. Unleashing the power of a network isn't something to be taken lightly. Poor networking skills and lack of etiquette can create roadblocks for you. However, with the right approach and techniques, the impact of a well-developed professional network can help make you more effective at work.
Public Speaking Strategies: Confident Public Speaking	Effective speech delivery is crucial to public speaking, as it allows you to showcase your work and communicate with confidence. No matter how much time you've spent perfecting your message, no one will hear it if you are unable to engage your audience, handle on-the-spot challenges, and avoid being disrupted by nerves.
Public Speaking Strategies: Preparing Effective Speeches	The phrase natural born speaker is misleading. While some people are more outgoing and conversational, a well-delivered speech is far from being spontaneous or natural. In fact, effective public speaking requires significant planning and preparation. Like cooking, driving, or playing a sport, it's a learnable skill.
Purchasing: Finding Sources of Supply	Your organization's purchases probably account for the largest share of its total costs. Having a clear understanding of your product and service requirements and conveying those requirements to the right suppliers may result in huge savings for your organization. But finding the right suppliers takes effort. First you need to identify the best available suppliers based on reliable information and research. Then you need to prepare a solicitation document, such as a Request for Proposal or Request for Quotation, and send it to the qualified suppliers.
Querying XML Data with XPath and XQuery	The XML Path Language, XPath, is designed to allow the developer to select specific parts of an XML document. XPath is also used extensively with the XML query language, or XQuery. This course will cover how to use these languages to both navigate and query XML data. Specific topics covered include XPath basics, XPath functions, as well XQuery built-in and user-defined functions. Attention is also given to XQuery support in Microsoft's SQL Server relational database server.
Recognizing and Diagnosing Problem Performance	When you recognize performance problems early and diagnose them accurately, you can help turn them around and avoid serious consequences. Whether the problems lie in poor employee interactions, failure to comply with policies, or underperformance, managers need to know how to detect them in a timely manner. Performance problems can vary in scope, frequency, and magnitude. They can occur as single incidents or persistent patterns of behavior. Whatever their nature, you must intervene early, involve the employee, and uncover the true root causes in order to find the best possible solution.
Selecting Suppliers and Administering Contracts	One of the most important steps in the purchasing process is to select the supplier that best meets your organization's purchase needs. To help with this part of the process, organizations develop supplier evaluation criteria and use tools designed to conduct a comprehensive and objective evaluation of suppliers. Once the supplier is chosen, the next step is to formalize the deal through a contract that outlines the terms of the supplier-buyer relationship. Reaching agreement with suppliers over contract terms requires purchasers to be effective negotiators.

Setting and Managing Priorities within the Organization: Deciphering Priorities	As a manager, you need to be able to determine the difference between what has to be done and what has to be done first. By establishing clear priorities, you provide your team with the focus it needs to take the most effective action and achieve its goals more quickly. If the department's priorities aren't deciphered and defined, the team may lose sight of what's most important and fall behind on objectives and performance.
Setting and Managing Priorities within the Organization: Mission and Goals	Getting your priorities straight, no matter where you are in your organization, is about keeping a focus on your goals. It requires you to think about the bigger picture to ensure your department's work supports the strategic objectives of your organization as effectively as possible.
Setting and Managing Priorities within the Organization: Motivation	Harnessed properly, personal motivators can become the driving force for action on your department's priorities. As a first step to energizing your team to take action on the priority tasks and issues, you need to understand the values and rewards that motivate you and your team members. This enables you to get the most from your team.
SharePoint 2010 Features and Solutions	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into WCF Data Services, REST, SharePoint Features, and Solutions. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010, Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010, Application Development certification.
SharePoint 2010 Site Branding	Microsoft SharePoint 2010 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight into Branding, Mater Pages, Themes, and CSS. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-573 (Microsoft SharePoint 2010, Application Development). Passing this exam will earn the learner MCTS: SharePoint 2010, Application Development certification.
Signs and Tags	This course will present basic information about the different accident prevention signs and tags with regard to displaying levels of danger and precautions required. The failure of people, equipment, supplies, or surroundings to behave or react as expected causes most accidents. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learner objective is to recognize accident prevention signs and tags.
Social Networking for Users	A social networking service is an online service used to build networks of people often with a common interest or goal. The networks reflect networks of people in the real world. Typically each user has a representation in the form of a profile, and the service allows interaction in the form of messaging, and typically some way to share events, activities, and content, possibly in the form of digital photos, videos or web links. The big international social network providers are Facebook for personal social networking, Twitter, which is described as a micro-blogging service and which allows users to broadcast 140 character messages, and LinkedIn, which is used for professional networking. This course will focus on using social networking services in a business context, and will include a discussion on the services available, instruction on using services in a professional manner, and a discussion of potential issues arising from social networking usage in the workplace.
Software Program Control Flow Fundamentals	Computer software works because programmers create algorithms, which when broken down, are nothing more than a collection of logical constructs. This course introduces the learner to the logic behind computer software, including using defining tables to solve a problem, conditional statements like IF…THEN, and repetition using FOR and WHILE loops.
Strategies for Communicating with Tact and Diplomacy	Communicating with diplomacy and tact requires strategy, awareness, and skills. Its aim is to establish trust and rapport in relationships while delivering messages effectively. However, it's often pushed aside by good intentions cloaked by gut reaction and misinterpretation.
Taking Action for Performing under Pressure	Acting effectively in high-pressure situations is not easy. Overconfidence can lead to poor judgment, and overthinking the situation can lead to paralysis. Also, your perception may become clouded by negative thoughts and emotions in times of pressure. But it's exactly at these times that you need to perceive the challenges most clearly so that you can set appropriate goals and take effective action to achieve them.
TestPrep 77-882 Excel 2010	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 77-883 PowerPoint 2010	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 77-884 Outlook 2010	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 77-885 Access 2010	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
The Fundamentals of Globalization: Strategies for Globalization	Global strategies can range from adapting your standard products or services for local needs to obtaining cost advantages by producing in low-cost bases and selling in the most lucrative markets. Opportunities for achieving competitive advantage abound in the global marketplace. However, you must be able to determine which strategies will harness those opportunities most effectively. The goal of any strategy is to create value for customers and the organization. This course outlines value-creation opportunities in the global marketplace, as well as the challenges of pursuing those opportunities. It also describes three broad global strategies â€" adaptation, aggregation, and arbitrage â€" and how companies may use them in unique combinations.
The Impact of Situation and Style When Communicating with Diplomacy and Tact	Communicating with diplomacy and tact is more than a skill. It requires an awareness of your environment and style, and an ability to adapt to different situations.
The Logical and Physical Database Design Methodologies	When designing a database â€" after the requirements are gathered from the organization and the conceptual ERD has been approved â€" the logical design, and then the physical design can be completed. The logical design consists of taking the conceptual diagram and converting it to represent the logical implementation of the database; this includes identifying the entities, attributes, and the relationships that will exist. This also includes normalizing the database to remove redundant information. After the logical database design, the physical database needs to be implemented. Implementing the physical design includes actually creating the tables, determining the columns and their specifications, and determining indexes and views. This course discusses how to complete the logical database design and how to implement the physical database design.
The Value of Peer Relationships	Positive interpersonal professional relationships play a key role in determining individual and organizational success. Because of this, they are an important influence on strategic decision making. The bond between peers is the most basic relationship element in any organization, and it can stunt efforts for success or stimulate efforts that flourish. The unique character of each relationship in an organization may influence the entire group. This course examines the benefits of positive peer relationships. It also explores how individuals can cultivate peer relationships that can make an organization more collaborative and competitive.
The Voice of Leadership: Inspirational Leadership	In order to develop your leadership qualities, you need to accomplish certain tasks and activate your inner greatness. When you strive for inspirational leadership, you demonstrate credibility and create a community with a shared vision.
The Voice of Leadership: Self-assessment and Motivation	It's exciting when you can see your leadership development progress. Understanding how far you've come, and knowing what areas need improvement, increases your motivation to continue to grow as a leader. You can change your behaviors and increase your motivation by learning.
The Voice of Leadership: The Power of Leadership Messaging	How you present yourself to others can determine the power of your message and how it reflects on you as a leader. One of the keys to developing your leadership message is establishing credibility. You must always do what you say you'll do. Powerful leadership messages have distinct qualities, and leaders who learn how to deliver these messages are much more likely to persuade their audiences.
Trenching and Excavation Safety	This course is designed to better inform the employee of the possible health and safety concerns unique to trenching and excavation. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to list factors to consider before trenching and excavation begins, identify the purpose of the site assessment, describe the purpose of a trench box, specify different types of excavation, sloping, and shoring principles, recognize other hazards that are present in excavation work, and identify the cause of excavation and trenching-related fatalities.
Understanding Organizational Power and Politics	Because people sometimes have a negative opinion of politics and politicians, you might to think that politics should be kept out of business organizations. However, organizations are sites where power and influence are exercised, so politics can't always be avoided. The real challenge is to leverage organizational politics in a positive way. This course defines politics in relation to power and influence, distinguishes between negative and positive politicking, and gives instruction on how to be a politically constructive leader in your organization. More specifically, it provides guidance on using positive political actions to promote a course of action and get the best from employees.
Using Budgets for Management and Control	One of the most important uses of budgets is as a control tool. Once the budgets for various departments are planned and approved, they drive each department's activities to achieve its budgetary goals. Departmental managers along with organizational leadership review department's performance over a designated period and identify variances from budget goals. In particular, they identify adverse variances and, where possible, they take corrective measures to bring department's performance back on the track. If the causes of variance are beyond organization's control, the budgets have to be revised.
Using Progressive Discipline to Correct Problem Performance	You've taken positive steps to help your employee turn a performance problem around, but the problem still persists. What do you do next? At this point, you must proceed cautiously but firmly and use a progressive approach to discipline. In progressive discipline, employees are subjected to increasingly severe penalties over time if performance doesn't improve. This approach satisfies the demands of due process, involves the employee in resolving the problem, and records the employer's efforts to assist the employee. Documenting each stage of formal disciplinary action ensures that the employee understands future consequences if problem issues aren't improved.
Virtualization Management in Essentials 2010	System Center Essentials 2010 contains a built-in Virtual Machine Manager to provide administrators with a central location to manage both physical servers and clients as well as virtual machines. Administrators can create and configure Virtual Machines directly from the Essentials 2010 console. This can be done by converting physical machines to virtual machines or creating new virtual machines based on templates or from virtual hard disks. Virtualization Management in Essentials allows midsized and small organizations to maximize their IT resources by consolidating them onto one server that can run multiple virtual machines, which can then be deployed throughout the organization for the employees. This course demonstrates how to use the Virtualization Management feature of Essentials 2010 to designate a host server and create and manage virtual machines, including how to configure virtual machines to enable Essentials to manage them like physical servers and clients on the network.
WCF 4 Contracts, Behaviors, and Data Management Using C# 2010	This course shows how to create and optimize .NET Windows Communication Foundation (WCF) service contracts, data contracts, and message contracts according to the requirements of a WCF application. It details the roles of channels and how to choose an appropriate binding for an application. It also covers how to implement different data serialization and encoding options and shows how to use service, operation, and custom behaviors to manage and optimize a WCF application. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Technology Specialist: Microsoft Windows Communication Foundation Development with Microsoft .NET Framework 4 exam (70-513).
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Web Services and XML	Since XML provides a language that can be used on various platforms and by a variety of applications, it is an ideal way for web services to send information back and forth. This course will examine the key role that XML plays in the creation and use of web services and its various elements. Specific topics include using SOAP, WSDL, REST, and security.
Windows Applications Content Creation and Management with C# 2010	Windows applications created using WPF and Windows Forms allow for the inclusion of a variety of media and types in its applications to further the development of rich user interfaces. Using WPF a developer can create two-dimensional or three-dimensional graphics, create and manipulate images, create and modify documents, and also share resources across applications. Specific areas covered include creating and configuring graphics, utilizing images and multimedia in WPF, creating and formatting documents, and utilizing binary and logical resources in WPF applications.
XML Language Basics	XML (Extensible Markup Language) is a language used primarily for the management, display, and organization of data. XML consists of tags used to define elements and is derived from SGML or Standard Generalized Markup Language for use on the web. This course discusses the basics of creating documents in XML. It also covers how to use Document Type Definitions (DTDs) to define the structure of the document, as well as its newer alternative, an XML schema.
XML Transformation Using XSLT and XSL-FO	XSLT and XSL-FO provide a way to transform XML data into a variety of formats. They each have an important role to play since data often needs to be formatted for presentation to the end user. This course will examine how each is used to format and transform XML for user consumption, as well how to use both client-side and server-side methods to perform XSLT transformations.
CISA Domain: Protection of Information Assets ? Part 1	One of the main reasons an organization will bring on a CISA is to protect the IS assets of that organization. Resources, both internal and external, need to be secured and access must be controlled at all times. This course examines information security elements and assets, both internal and external, along with the threats that play a role in the protection of those assets. This course also examines the computer crimes that can befall an organization and the incident handling methods that can be used. Finally, this course examines logical access and the methods that can be used to protect assets. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organizationâ€™s information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.
CISA Domain: Protection of Information Assets ? Part 2	Securing the network infrastructure is one of the main reasons an IT department exists in an enterprise environment. The role of a CISA is to audit the security measures and to make sure that the most efficient methods are being used to secure the environment. This course examines the components of the network infrastructure, the common threats they face, and how they can be secured. This course also examines the methods used by a CISA to audit and test the IS security and the internal and external security controls that can be used. The Certified Information Systems Auditor (CISA) certification is known world-wide as the standard of achievement for those who assess, audit, control, and monitor an organizationâ€™s information systems. CISA has been given ISO/IEC 17024:2003 certification by The American National Standards Institute (ANSI). This course will help to prepare learners for the CISA examination.

Course	Description
.NET Overview: Windows, Web, and the Cloud	The Microsoft .NET Framework can be defined as an environment for developing, deploying and running applications, and web services on Windows platforms such as Windows Server 2008, Windows 7, and Window Azure. The latest release is Microsoft .NET Framework 4. The .NET Framework supports the use of different languages and libraries for application development. Supported languages include Visual Basic, Visual C++, Visual C#, and Visual J#. The latest release of all of these languages is release 2010. This course will provide an overview of the features and architecture of the .NET Framework, and the technologies, languages, development tools, and hosting options it provides.
Accident Investigation and Reporting	This course will provide an overview of accident investigation and reporting procedures. The accident investigation and reporting process helps to provide a safe working environment by determining the causes of an accident, then reporting them so that accidents can be prevented in the future. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives for this course are: differentiate between the three cause levels of accidents, recognize why an accident should be investigated, recall the steps for conducting a formal investigation, identify recommended interviewing techniques, describe problem solving techniques commonly used in accident investigation, and recall topics included in an investigative report.
Adobe AIR for Flash Developers	Adobe AIR is an application deployment extension used to make applications traditionally destined for the web available as browserless applications. This course explores the basics of AIR deployment for Flash developers including topics on creating AIR files, creating AIR application and installer files, customizing AIR application publish settings within Flash CS5.5, and previewing and debugging AIR files. The course also covers using digital signatures to secure AIR applications, and customizing descriptor files.
Adobe InDesign CS5: Fundamentals	Adobe InDesign is a popular design application used for page layout and desktop publishing. InDesign CS.55 includes a streamlined interface that matches the look and feel of Adobe's imaging programs including Photoshop and Illustrator. This course explores the fundamentals of Adobe InDesign CS5.5 including the interface, the major tools, methods of setting up InDesign projects, and adding and editing basic shapes and text.
Adobe Reader X	Adobe Reader X, or Reader for short, is a free downloadable tool required to read Portable Document Format (PDF) files that are typically created using Adobe Acrobat. Reader is compatible with multiple operating system environments as well as being available as a freeware plug-in, making it the primary tool used to view PDF files. This learning path explores the basic features of Reader including opening, viewing, and managing PDFs, filling in PDF forms, and searching PDF files.
AGG (GETA) â€" Information for Employees	This course deals with the General Equal Treatment Act â€" GETA (Das Allgemeine Gleichbehandlungsgesetz â€" AGG) and provides information for employees. The General Equal Treatment Act entered into force on 18 August 2006 and affects both civil law and employment law. This course deals with the employment law consequences of the Act. The aim of this course is to inform all employees of the basic content of the General Equal Treatment Act and its consequences in their day-to-day work. |n |n Please note that this course is not Section 508 (Accessibility) compliant.
AGG (GETA) - Information for Management	This course deals with the General Equal Treatment Act - GETA (Das Allgemeine Gleichbehandlungsgesetz â€" AGG) and provides information for management. The General Equal Treatment Act (GETA) entered into force on 18 August 2006 and affects both civil law and employment law. The legislature did not provide for any transition deadlines in the employment law area. This course deals with the employment law consequences of the Act. The aim of this course is to inform executives and human resources managers of the content of the GETA, and to give them specific information so that management can react appropriately to the Act. The implementation of the requirements of the Act can be seen as an opportunity for companies. |n |n Please note that this course is not Section 508 (Accessibility) compliant.
Asserting Yourself in the Workplace	
Auditing for Cash and Inventories	Managers, investors, and various other stakeholders use a company's detailed financial information to plan various budgets, investment profiles, and risk measures, among other things. When auditing a company, the auditor's job is to ensure that all the financial information is reasonably accurate as well as provide feedback on areas that seem to have weak internal controls. Auditors are particularly concerned with the cash and inventory accounts, as these can easily be manipulated through fraudulent activities and prone to material misstatements. Cash is especially at high risk because it can be easily transferred. |n |n This course describes what auditors have to consider when auditing cash and inventories. It presents the methodology for auditing cash, which consists of listing the audit objectives for cash transactions and performing a series of tests on internal controls and on recording transactions to ensure these objectives are met. The course also describes how the risks related to inventories are identified. And it outlines the different types of tests that can be performed to determine whether the reporting of physical flow of inventories and their related costs is correct.
Auditing for Internal Control and Risk Assessment	Strong corporate governance is a feature shared by some of the world's most highly reputable and successful companies. It is a set of processes, behaviors, and rules used to ensure that company employees act in the best interest of the company's stakeholders. An important aspect of good corporate governance is the company's ability to establish strong internal controls and risk management processes to meet stated objectives. Internal and external auditors provide opinions on the ability of these systems to manage various risks inherent in the company's business. |n |n In this course, you will learn how to assess internal control and risk management processes as part of an audit. You'll learn what internal control is and examine its components: the internal control environment, identifying and assessing sources of risk, internal control procedures, information and communication, and monitoring. The course also outlines how to select which internal control procedures to review in an audit and what actions to take based on the outcomes of this review, as well as how to assess internal control in an organization that uses the enterprise risk management (ERM) framework.
Auditing the Revenue Cycle	Modern corporations often operate in a global context and are required to collect volumes of information to be used for future decisions or to be included as part of the organization's financial statements. The systems and processes used to capture, manipulate, and communicate this information must be dependable, accurate, and safe. Auditors are required to provide reasonable assurance that the information flow within these systems and processes is not fictitious, but represents true economic transactions, is as complete and accurate as possible, is accounted for at the correct periods, and is properly classified and recorded in the financial statements. |n |n This course examines the audit function related to the revenue cycle, specifically the auditing of sales data flow through the systems and processes that capture and record it. First, it looks at the objectives of the revenue transaction cycle audit. Then it describes the revenue cycle and how to perform control tests and substantive tests to assess how well the stated objectives are being met. The course ends with presenting the auditor's findings and recommendations to the audit committee and management.
Beyond Change: Working with Agility	
Building and Managing Upward	
Business Execution: Linking Strategy to People and Operations	Creating exceptional strategy doesn't on its own guarantee it'll be executed successfully. Your people must develop an understanding of the strategy, and your work processes must be tightly aligned to maximize organizational performance. So how do you communicate strategy and secure alignment? Strategy needs to be translated from high-level themes into individual strategic goals. Otherwise, the strategy will be difficult to execute. Operational processes must work together to achieve goals because strategic progress is faster when business units are aligned, rather than working in isolation. This course offers techniques for effectively communicating a common understanding of the mission, values, and vision that drives your strategy. You'll learn how to cascade balanced scorecard objectives to help employees understand how department strategy and their personal work connect to organizational goals. The course also explains the importance of incentives to achieve objectives and of evaluating organizational competencies to develop employees who can execute your organizational strategy.
Business Execution: Monitoring and Evaluating Initiatives	Execution isn't over once strategies have been implemented. Ongoing monitoring and evaluation of strategic implementation are needed to ensure the strategy continues to create value and that changes in circumstances are taken into account. Strategy is useless if it's static. Good execution requires a dynamic approach that scrutinizes the strategy's effectiveness at junctures and reacts by revising it if necessary. This course considers the importance of continually monitoring and evaluating strategy to ensure good execution. It looks at methods of monitoring the execution of strategy, such as actions plans, dashboards, strategic review meetings, and measuring employee engagement. And it demonstrates a four-step process for evaluating executed strategy and examines the methods of effectively revising strategy.
Business Planning Essentials: Performing Key Analyses	Business plans are created for many different reasons â€" to get funding for a project, to evaluate future growth, or to fulfill strategic initiatives. But many plans go out of date before they're even complete. Changes happen fast in business and, for a plan to have any value, it needs to evolve with your organization and stay relevant in the face of uncertainty. Ongoing analyses of the internal and external environments are important to help keep plans relevant. This course describes how to carry out an internal analysis, including the assessment of your organization's market strategy, resources, organizational structure, and financial position. It shows how understanding internal factors can guide you in writing a business plan that reflects the strengths and resources of the organization. The course also explains the key elements examined in any external analysis, such as the competitive landscape and industry trends, and how these factors may inform your business plan and help ensure it is both relevant and compelling. Finally, the course covers how to use the results of your analyses to identify important opportunities, like new demand or market growth, and challenges â€" such as changing customer needs or threats from substitutes â€" that may need to be addressed in the business plan.
Business Planning Essentials: Preparing a Business Plan	Anyone who wants to gain support for an idea or initiative needs a well-prepared business plan. A business plan is like a road map that helps you clearly see the opportunities and obstacles you'll inevitably face as you pursue your business idea. Preparing a plan takes a lot of time because a plan typically contains many sections and comprehensive information. But it's worth spending time on it. With a well-prepared plan, you stand a better chance of getting the support you need to succeed. This course describes what a business plan is, why you use it, and its main ingredients â€" opportunity, solution, execution, and outcomes. It also explains how to prepare to create your plan by defining your purpose clearly, doing proper research, and establishing goals. In addition, the course offers guidelines on how to write and structure your plan effectively by, for example, paying particular attention to the executive summary, telling a compelling story, and making sure your idea fits the business need.
Business Planning Essentials: Preparing for Implementation	One of the most difficult aspects of business planning is moving from strategic thinking to action. This course describes activities that help coordinate the implementation of business plans, including developing action plans, determining how the implementation should be measured and monitored, as well as how to assess outcomes. It details how to use an action planning process to facilitate business plan implementation. This process entails steps such as clarifying the outcomes you want, listing the actions necessary to achieve those outcomes, assigning responsibilities, and determining resources needed. Finally, the course explains how to develop a reporting and monitoring structure in order to help ensure a more streamlined implementation process.
Challenges of Facilitating	Dealing with challenging situations and behaviors is a part of any manager's or leader's job. Being observant, knowing what questions to ask, and being able to deal with conflict effectively are facilitation skills that can help when a situation becomes difficult. Managers who observe early signs of dysfunctional behavior â€" behavior that impedes the progress of work in some way â€" can prevent disruptions and help employees to be more productive. And those managers who know how to facilitate conflict discussions effectively can promote healthy debate and resolution of issues. This course identifies ways to help prevent dysfunctional behavior by getting to know employees and establishing some ground rules. It also describes how to respond to objections and lack of commitment that may hinder work progress. It outlines a process for dealing with objections that includes clarifying what the objection is, summarizing it, and responding appropriately. Finally, the course covers techniques for facilitating productive conflict discussion that will encourage employees to agree on a solution.
Code of Conduct Awareness	A company's Code of Conduct is a key part of its ethical framework. Outlining an organization's key ethical principles and providing guidance on the expected standards of behavior for employees, the Code serves as an important resource for employees as they navigate the sometimes challenging waters of the workplace. This course will introduce employees to the uses and benefits of their organization's Code of Conduct, and offer practical advice on how to apply the Code to ethical dilemmas they may encounter in the business environment. |n |n This course was developed with subject matter support provided by The Beale Firm, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Compressed Gas Safety	Many industrial and laboratory operations require the use of compressed gases for a variety of different operations. This course will establish the needed elements for an effective compressed gas safety program. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify the specific hazards associated with compressed gases, identify hazards associated with handling acetylene, hydrogen, and oxygen gases, identify cylinder marking requirements, specify the special storage, use, and handling precautions necessary in order to control the hazards, and identify transportation requirements.
Conflict: Avoid, Confront, or Delay?	
Coping with Aggressive Behavior in the Workplace	
Coping with Conflicting Priorities	
Creating User Interfaces for Windows Applications with Visual Basic 2010	Windows Forms and Windows Presentation Foundation (WPF) includes various controls that allow for the development of rich user interfaces. They also allow for the creation of user defined and custom controls as well as the integration of Windows Forms with WPF. This course covers the various control and layout options that comprise the User Interface. Specific topics covered include creating and configuring controls, creating user and custom controls, layout panels, and utilizing Windows Forms in a WPF application. |n |n This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Windows Applications Development with Microsoft .NET Framework 4 exam (70-511). Passing this exam will earn the learner the MCTS: .NET Framework 4, Windows Applications certification.
Creativity: Developing and Communicating	
Customizing and Managing Multithreaded Applications with C# 2010	This course examines how .NET allows you to customize the look and feel of an application based on user culture. It also demonstrates how applications can manage multiple tasks through the use of asynchronous programming patterns and the Task Parallel Library, or TPL. Specific areas covered include UI customization, animation, localization, various application multithreading options, and Parallel LINQ Queries or PLINQ. |n |n This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Windows Applications Development with Microsoft .NET Framework 4 exam (70-511). Passing this exam will earn the learner the MCTS: .NET Framework 4, Windows Applications certification.
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Developing Learning Practices	Today's organizational leaders know that cultivating a learning culture means more than providing training sessions â€" it means sustaining an ongoing process of learning using various practices, all integrated with the operations and routines of the business. It means analyzing needs and planning strategically before launching a learning initiative. It means setting up diverse opportunities for acquiring, creating, and sharing knowledge. And it means ensuring that employees have the chance to practice and apply what they have learned in a way that makes a significant difference to the business. |n |n This course delves into four key practices that augment and support organizational learning: planning for learning, building knowledge, diffusing knowledge, and applying knowledge in the organization. For each of these practices, the course outlines strategies and guidelines that help bolster the organization's learning culture and its competitiveness within its given market.
Developing the Capacity to Think Strategically	Do you look at organizational opportunities and problems from a broad perspective? Do you keep in mind the potential impact your decisions and everyday business may have on other stakeholders in and outside the organization? Do you take a holistic view of the issues you face in your day-to-day activities? A strategic thinker does all these things and, by doing so, helps an organization reach its strategic goals. But strategic thinking isn't just for top executives. It's important that all functional managers, departmental leaders, and professionals in an organization learn how to think strategically. It can help them better manage their business units. With the goal of helping you to develop your capacity to think strategically, this course describes what strategic thinking is â€" in particular, how it differs from operational thinking and strategic planning. It explores the personal traits of effective strategic thinkers, as well as some barriers to strategic thinking. And it describes ways you can help develop your capacity for thinking strategically by recognizing the importance of being creative, being prepared to deal with the complexity of different levels and views, and being aware of what's going on inside and outside your organization.
Developing Your Customer Focus	
Do You Share Your Organization's Values?	
Emotional Intelligence at Work	
Engaging Top Performers	How do you move your company to drive results and take a prominent place in the market? By engaging your top performers â€" those employees who consistently bring high levels of performance and positively influence the culture of your organization. Managers and leaders need to recognize who their top performers are, how they're different from other employees, and how to ensure they maintain a deep connection with their work. You can keep your top performers committed and engaged by providing challenging work and development opportunities. |n |n This course helps you recognize the characteristics of top performers and the benefits they bring to an organization. You'll learn how to improve your workplace so that it both attracts and meets the needs of top performers. Finally, the course discusses four communication styles, including the one typically used by top performers, so that you'll be able to recognize and adjust your own style to effectively communicate with top performers.
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	Is your mentoring program valuable? Does it contribute to the achievement of business goals? A mentoring program's survival depends on how successfully it contributes to mentee growth. Companies must make the best use of resources to remain competitive. When resources are stretched thin, organizations need to know how much their mentoring programs are contributing to the bottom line. Evaluating the progress of mentoring relationships and measuring the success of the mentoring program are vital to sustaining it. And knowing when to successfully and tactfully end mentoring relationships will make the best use of resources. This course considers how mentors can use self-assessment to identify and address skill gaps to maintain successful mentoring relationships. It also examines the qualitative and quantitative methods used to evaluate mentoring programs and how to assess the overall effectiveness of the program. Finally, the course provides guidelines on how to effectively end mentoring relationships when there are difficult circumstances or when the relationship has successfully completed its objectives.
Essential Selling Skills: Closing the Sale	One of the most difficult steps in any sales effort is securing the sale. When is the best time to ask for the order? What if the prospect doesn't seem interested or challenges the merits of your proposal? This course demonstrates how to leverage your value proposition in the final stages of the sales process, so you can present it in the most effective way possible. It discusses how to time your closing, and presents strategies for successfully closing the sale. The course also examines how objections function within the closing process and provides an analysis of how to overcome objections to the sale. And finally, it explores the merits of following up after a sale.
Essential Selling Skills: Mastering Cold Calling	Cold calling is a fundamental part of sales. However, it's also one of the most difficult skills to master. How do you get past the gatekeepers and ensure you reach the right people? What should you say when you do? How can you counter objections? This course provides a strategic approach to cold calling, including how to time your calls effectively and how to handle gatekeepers. It demonstrates how to develop succinct and persuasive messaging to help ensure successful calls. And it provides instruction on how to overcome some of the most challenging objections and how to ensure you secure an appointment.
Essential Selling Skills: Qualifying Sales Prospects	Qualifying sales prospects or leads is an essential step in the sales cycle. Before you begin extolling the virtues of your product or solution, you need to ensure that it's something the prospect needs and is in a position to buy. The most effective way to do this is through a strategic discovery or qualification meeting designed to elicit important details from your prospects, such as their current business realities and challenges, available resources, and what success looks like to them. This course describes how to plan for such a meeting, as well as how to conduct that meeting effectively by asking questions in a way that gets you the information you need. The course also explains how to develop a qualified lead into a sales opportunity. This can be done by using the information you gathered in the qualification meeting to propose a relevant and effective solution for the prospect.
Establishing the Conditions for a Learning Culture	What does it mean to create a culture of learning? What conditions are required for such a culture to develop? For many organizations, developing a culture of learning requires a fundamental shift in thinking. Several small changes in thinking and behavior can collectively shift the direction of a company toward one that's centered on learning. |n |n This course introduces various conditions that together facilitate a culture of learning. It examines the numerous obstacles that must be overcome before moving to a learning culture, including deeply engrained individual beliefs, systems of hierarchy, and lack of transparency. For each obstacle faced, the course introduces practical solutions to overcome it. |n |n It also explores in detail one of the most important conditions for learning: employee motivation. Without motivation, employees will be less receptive to learning programs, and thus less likely to use their learning for the greater organizational good. And the course offers strategies for tapping into intrinsic motivations and generating an enthusiasm for personal improvement that will help sustain a strong learning culture.
Evaluating and Sustaining Organizational Learning	Creating a learning organization is important, but the real value comes in aligning learning with company goals and strategies. Leaders must constantly ask the question:
Exchange Server 2010 SP1: Administrative Tools	The Exchange Management Console (EMC) and the Exchange Management Shell (EMS) are still the primary management tools for Exchange Server 2010 SP1. The Exchange Control Panel (ECP) is a new browser-based tool that allows administrators and end users to perform various management tasks depending on the Role Based Access Control permissions they have been assigned. This course provides an overview of the management tools and how they are used to administer Exchange Server 2010 mailboxes.
Exchange Server 2010 SP1: Backup and Recovery	Whether from a malicious user, a computer virus, or any unfortunate event, there will most likely come a time when your Microsoft Exchange Server will become damaged or experience a loss of data. Through careful planning, the severity of these types of events can be greatly minimized. This course discusses how to plan and implement a disaster recovery strategy for an organization and recover Exchange Server 2010 SP1 data that may be compromised or lost.
Exchange Server 2010 SP1: Client Access	As e-mail is now one of the most common forms of business communication, it is necessary for many people to access their e-mail whether they are at the office, home or traveling abroad. Traditionally, people could only access e-mail remotely through a simplified web interface or by configuring a VPN to their corporate network. Discussed in this course are technologies such as Outlook Web Access and Outlook Anywhere that provide access to e-mail through a web browser and Exchange ActiveSync that enables users to synchronize a mobile device with an Exchange server.
Exchange Server 2010 SP1: High Availability	With e-mail becoming one of the most popular choices for business communications, it is now more important than ever for e-mail to always be accessible to users. Exchange Server 2010 SP1 includes Database Availability Groups (DAG), which ensures e-mail will always be available to users; DAG replaces Cluster Continuous Replication (CCR) and Standby Continuous Replication (SCR). Also discussed is high-availability options for non-mailbox server roles as well as public folders.
Exchange Server 2010 SP1: Installation and Configuration	Exchange Server 2010 SP1 provides new levels of reliability, flexibility, and ease of administration. This course demonstrates how to complete a typical installation of Exchange Server 2010 and how to install additional Exchange Server roles. Also discussed are the requirements and process for transitioning from previous versions of Exchange Server to Exchange Server 2010.
Exchange Server 2010 SP1: Mailbox Server Administration	The primary focus of all editions of Exchange Server has been the messaging functionality it provides to users, and this remains the case with the release of Exchange Server 2010 SP1. This course discusses how to create user mailboxes as well as resource mailboxes. Also covered is the creation and management of distribution groups and address lists.
Exchange Server 2010 SP1: Message Transport	The SMTP protocol is the primary protocol used to relay e-mail messages between servers on the Internet. Since most e-mail systems are connected to the Internet, it is important to understand how SMTP is configured in Exchange Server 2010. This course discusses the implementation of send and receive SMTP connectors on Hub Transport servers and Edge Transport servers. Also covered in this course are Transport Server management tasks such as configuring accepted, authoritative and remote Domains as well as modifying transport properties.
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance	To ensure that the Exchange Server 2010 environment runs smoothly, it is necessary to monitor system activity and the performance of your Exchange servers. Monitoring allows you to obtain data that can assist in tuning the performance of the Exchange environment as well as aid in troubleshooting. This course discusses how to monitor, audit, and log the performance of Exchange Server 2010.
Exchange Server 2010 SP1: Planning for Exchange Server	Microsoft Exchange Server 2010 SP1 is the latest release in Microsoft's e-mail and messaging software. The core functionality of Exchange Server remains the same; however, there have been key improvements in the areas of security and compliance, unified messaging, mobile communications, reliability, and recoverability. This course discusses the new features of Exchange Server 2010 and the hardware required to support an installation. Also discussed are the steps that should be followed when planning for a new installation, from the network infrastructure to the roles various servers will perform.
Exchange Server 2010 SP1: Public Folders and Messaging Records Management	
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security	As e-mail is now the most popular form of business communications, messages that contain sensitive information need to be protected. Information Rights Management (IRM) can provide protection for messages both online and offline. Messages can be protected manually by users of Microsoft Outlook and Outlook Web App. And automatic protection of messages can be configured with Transport Protection rules. Also explored in this course is the implementation of message classifications, message journaling, content filtering, and connection filtering.
Exploring Self-development	
Facilitating Collaborative Processes	In order to develop better and more successful solutions to work-related issues, you need to engage employees in collaborative processes such as planning, decision making, and problem solving. And to do this well, you must be a good facilitator. This course describes how to support collaborative processes by drawing on the principles of facilitation. These principles include empowering employees to engage with work and take responsibility, encouraging them to be creative, sharing relevant information openly and honestly, and helping employees see connections between their work and the work of others. The course describes how to apply these and other principles in collaborative sessions. In particular, it examines visioning sessions, where you want employees to contribute their ideas on what an ideal future looks like, and decision-making sessions, where you need to guide employees to reach a consensus about an important issue.
Getting Organized with Mac OS X Lion	Built on a UNIX foundation, OS X Lion is version 10.7 of Apple Inc.'s OS X desktop and server operating system for Macintosh computers. OS X Lion takes full advantage of the technologies in Mac computers so that all aspects of a Mac work together, like the Spotlight feature that's integrated into several Mac applications. OS X Lion provides several methods of organizing items, such as smart folders and labels. There are multiple ways of searching for items, and the method you choose would depend on what you're looking for, where you are at the moment, and how much information you want about it. In OS X Lion, the App Store enables you to easily get new apps for your computer, while Launchpad can be used to organize those apps. This course introduces experienced Mac OS X users and novices alike to ways of organizing and finding items, as well as managing apps in OS X Lion.
Getting Ready to Present	
Getting Started with Mac OS X Lion for End Users	OS X Lion is version 10.7 of Apple Inc.'s OS X desktop and server operating system for Macintosh computers. Built on a UNIX foundation, OS X takes full advantage of the technologies in Mac computers so that all aspects of a Mac work together, from the default browser - Safari - to the iLife suite of applications. OS X Lion includes plenty of new features, including improved desktop management and multitouch gestures. This course introduces experienced Mac OS X users and novices alike to the features of OS X Lion, including the desktop interface, new features in OS X Lion, and how to manage workspaces with Mission Control.
Getting Started with Safari	This course introduces you to Safari - Apple's innovative, fast, and full-featured web browser. The course covers such topics as exploring Safari's streamlined, intuitive interface, and working with Safari using Mac OS X Lion's multi-touch gestures. Other topics include using Safari's Smart search field, bookmarking your favorite web sites, and using tabbed browsing and Safari's customizable Top Sites feature.
Giving Feedback to Coworkers	
Handling Difficult Questions as a Presenter	
Having a Difficult Conversation	Having a difficult conversation can be an uncomfortable experience that causes anxiety for even the most experienced managers. When properly carried out, however, what threatens to be an emotional confrontation can be a meaningful and constructive experience. It's up to the manager to turn a difficult encounter into a positive experience. However, this requires a good understanding of the methods that can be used to commence the conversation and keep it on track. This course explains the methods that can be used to have successful difficult conversations. These methods include sticking to an agenda, stimulating open dialogue, and connecting with the subject. It also explores how you can learn from the experience and share perspectives, find mutual understanding, and work with the subject to design an action plan.
Hot Work Permits	Hot work can be defined as any operation such as brazing, cutting, welding, grinding, soldering, or torching that can cause sparks or flames. While such work is necessary, the hazards associated can be minimized through an effective hot work permit program. This 30-minute course provides an overview of an OSHA-compliant hot work permit program, including the permit process, roles and responsibilities, and controls used to minimize the risk of fire. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify key elements of a hot work permit program, describe the primary roles and responsibilities of key personnel involved in a compliant hot work permit program, and recall controls used to minimize the risk of fire and injury during hot work operations.

Implementing and Assessing a Succession Planning Program	Succession planning involves more than just identifying high potentials for key areas and positions. How do you prepare those individuals for future work requirements and performance? And how do you know if your succession planning program is working? You have to systematically close the development gaps between what possible successors can do and what they'll be required to do for future positions. This involves creating individual development plans that meet professional growth expectations and organizational objectives. Once implemented, you then need to monitor your plans to ensure objectives are being met. |n |n In this course, you'll learn the steps necessary to implement individual development plans, including how to formulate and develop learning objectives that close the gaps between present and future performance. And you'll explore how to assess your succession planning program and determine its success by using effective measurement criteria.
Initiating Discovery Meetings	
Introduction to Auditing	The audit function has become very important over the years. Various stakeholders are applying greater pressure on companies to increase transparency and strengthen corporate governance initiatives. Auditing is used as a tool to evaluate the quality of an organization's output, including the people, systems, and procedures, as well as financial statements. Today's auditors are multifaceted individuals who have a broad experience and understanding of how different business components operate and interact with one another. |n |n This course helps you understand what auditing entails. It includes a description of the objectives and benefits of auditing to various parties, as well as the different types of audits that can be conducted by internal or external auditors. It describes the four phases of the general process for auditing, which are planning, gathering evidence, evaluating evidence, and issuing a report. And it outlines some general auditing standards to indicate what's required from the auditors in terms of skills and attitudes, as well as in terms of standards to meet at different stages of the auditing process.
ITIL® 2011 Edition Foundation: Service Design Processes	
ITIL® 2011 Edition Foundation: Service Operation Processes	
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	IT organizations face a variety of challenges to maintain a strategic advantage over their competitors. Within IT Infrastructure Library (ITIL®), Service Strategy is a stage of the Service Lifecycle that helps IT organizations create value for their organizations through their service assets. This course examines how value is created through service assets, and how these service assets can perform better through service automation. It also details two processes: Strategy Management for IT services and Service Portfolio Management. This course will assist the learner in preparing for the ITIL® Foundation certification examination and is aligned with the ITIL® 2011 Edition Foundation Syllabus. |n |n ITIL® is a Registered Trade Mark of the Cabinet Office in the United Kingdom and other countries.
Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops	
Java SE7 Fundamentals: Handling Errors and Deploying Applications	
Java SE7 Fundamentals: Introduction to Java	Java, an object-oriented programming language, is the most widely used development language in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course describes key features of Java and object-oriented programming, Java technology and the development environment, working with IDEs, and the product life cycle. It covers using object-oriented analysis, identifying problem domains and objects, defining criteria for recognizing objects, attributes, and operations, and designing and modeling a class. Defining a class, identifying class components, using variables, using a main method, identifying keywords, testing and executing a simple Java program, common causes of syntax errors, and the purpose and features of an IDE debugger are also explored. In addition, this course covers identifying the uses of variables and defining a variable's syntax, primitive data types, declaring, initializing, and using variables and constants, modifying variable values by using operators, and using promotion and type casting.
Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts	In Java programming, methods have several uses. They make programs more readable and easier to maintain and development and maintenance is quicker. Methods are central to reusable software, they allow separate objects to communicate, and they distribute the work performed by the program. Method overloading allows several methods in a class to have the same name but different arguments, so the method signature is different. In Java, you encapsulate by hiding object fields to make all fields private. Constructors are method-like structures in a class that have the same name as the class. They are frequently used to initialize fields in an object, and can be overloaded. Inheritance results in a class hierarchy of Java technology classes similar to the taxonomies found in biology. This course covers creating and invoking methods, static methods and variables, and method overloading. In addition, this course covers encapsulation and constructors. An overview of inheritance, working with superclasses and subclasses, polymorphism and overriding methods, interfaces, and the Object object are also covered.
Java SE7 Fundamentals: Variables, Operators, and Objects	
Java SE7 New Features: I/O, Network, and Desktop Enhancements	The release of Java SE 7 includes several I/O, network, and desktop enhancements. This course covers I/O enhancements, such as enhancements in file I/O APIs, the Path interface and the methods for manipulating a path, as well as the Files class and its methods for file operations. It also explores network enhancements, such as the new Asynchronous I/O API, working with AsynchronousSocketChannel and completion handlers, AsychronousServerSocketChannel, AsynchronousFileChannel, and AsynchronousDatagramChannel. Desktop enhancements, such as the new features for Swing components and Java 2D, are also covered.
Java SE7 New Features: Java Language and Technology Enhancements	The release of Java SE 7 brings a number of new features and enhancements. This course introduces and describes these features and improvements. The course also describes the operating systems and browser support, and Java SE 7 support in NetBeans IDE 7.0.1. It explores Java language enhancements, such as using Strings in switch statements, improved integral literals, improved type inference, improved exception handling, the try-with-resources statement, and simplified varargs method invocation. Core technology enhancements, such as the JVM enhancements - support for dynamically typed languages, the garbage-first collector, and upgraded class-loader architecture - as well as concurrency and collections, and JDBC enhancements, are also covered.
Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization	Understanding File I/O, concurrency, how to work with data via JDBC, and localization, are crucial to getting the most out of your Java applications. This course covers using the Path class to operate on file and directory paths, using the Files class to check, delete, copy or move a file or directory, reading and changing file and directory attributes, recursively accessing a directory tree, finding a file by using the PathMatcher class, and watching a directory for changes by using WatchService. In addition, it examines operating system task scheduling, defining, creating, and managing threads, synchronizing threads for accessing shared data, identifying potential threading problems, and using the java.util.concurrent library. It explores the layout of the JDBC API, as well as connecting to a database by using a JDBC driver, submitting queries and getting results from the database, specifying JDBC driver information externally, using transactions with JDBC, using the JDBC 4.1 RowSetProvider and RowSetFactory, and using a DAO pattern to decouple data and business methods. The advantages of localizing an application, defining locales, building a resource bundle for each locale, calling a resource bundle from an application, changing the locale for a resource bundle, and formatting text for localization by using NumberFormat and DateFormat are also covered.
Java SE7 Professional: Generics, Errors, and I/O	Understanding interfaces and inheritance, collections, string processing, error handling, and I/O is vital to learning to program with Java SE 7. This course covers modeling business problems using interfaces, defining a Java interface, choosing between interface and class inheritance, extending an interface, and refactoring code to implement the DAO pattern. In addition, it explores creating a customer generic class, using the diamond operator to create an object, creating a Collection by using an old style syntax and generics, using enumerated types, as well as implementing an ArrayList, a Set, a HashMap, and a Stack using a Deque. It demonstrates how to read data from the command line, create strings using a StringBuilder, and search, parse, and replace strings by using regular expressions. It defines the purpose of Java exceptions, and explains how to use the try and throw statements and the catch, multi-catch, and finally clauses. It covers autoclosing resources with a try-with-resources statement, common exception classes and categories, creating custom exceptions, and testing invariants by using assertions. The basics of input and output in Java, reading data from and writing data to the console, using streams to read and write files, and reading and writing objects by using serialization are also covered.
Java SE7 Professional: Syntax and Class Design	Java technology applications are written in the Java Programming Language and compiled to Java bytecode. This course introduces the Java platforms, how to obtain a JDK, and commercial support options for Java SE. It describes creating simple Java classes, using Java fields, constructors, and methods, modeling business problems using Java classes, using package and import statements, testing Java classes, and creating Java subclasses. In addition, it explores access levels, override methods, overloading constructors, using the instanceof operator to compare object types, using virtual method invocation, using upward and downward casts, and overriding methods from the Object class. Designing general purpose base classes using abstract classes, constructing abstract java classes and subclasses, modeling business problems using the static and final keywords, implementing the Singleton design pattern, and distinguishing between top-level and nested classes are also covered.
Making Yourself Approachable	
Meeting Team Performance Challenges	
Mentoring 1Z0-803 Java SE 7 Programmer I	
Mentoring 77-888 Excel 2010 Expert	
Mentoring Systems Security Certified Practitioner (SSCP)	
Microsoft Excel for Mac 2011: Inserting Basic Charts	Charts make data easier to understand by providing a clear diagrammatic representation of your information. By using Excel for Mac 2011's strong charting capabilities, you can create attractive and organized representations of worksheet and workbook data, and you can easily insert and customize charts to suit your needs. This course demonstrates how to effectively insert and edit charts in Excel 2011. It explores the abundance of available chart types such as column, pie, and bar charts, and the best use of each type. The course also shows how to modify the layout and format of charts.
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks	Excel for Mac 2011 makes it easy for you to save, print, and share workbooks and worksheets. When you create an Excel workbook, you will most likely want to save it for future use, and in many instances, print it to save a hard copy or share with someone else. This course describes these Excel features and explains how to use them to increase your efficiency and productivity, including sharing your workbooks with colleagues using SkyDrive and SharePoint.
Microsoft Office 2010: Getting Started with Lync	Lync 2010 offers a full unified communications platform ideal for use in a business environment. Using Lync 2010 features such as instant messaging, audio and video-enabled meetings, Group Chat, Skill Search, activity feeds, enterprise voice, and Lync Attendant allows seamless and efficient communication among local and remote users. This course introduces Lync 2010 and the host of available features. It describes how to sign in to and out of Lync 2010 and customize your personal preferences. In addition, this course explains the concept of presence, and the various presence options that are available. Adding and organizing contacts, and viewing contact information, as well as instant messaging single or multiple users, and other IM-related options are also covered.
Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration	Lync 2010 offers multiple methods of communicating with colleagues and allows you to integrate voice and video into your communications. In addition, Lync 2010 provides means of collaboration with both scheduled and unscheduled online meetings, conference calls, and video calls. This course explores the considerations involved in planning an online meeting, including the Online Meeting Options dialog box, access and presenter options, and audio and language options. In addition, it examines the various configuration options available to meeting presenters, such as managing participants, interacting with meeting content, modifying permissions, and audio and video options. The course explores the process of joining a scheduled online meeting, configuration options available to meeting participants, and starting unscheduled meetings using the Meet Now feature and the Contacts list. Configuring audio and video, starting and answering Lync calls, adding voice to in-progress conversations, starting a conference call, video calls, and recording options are also explored. The course also describes how to use sharing and collaboration features in Lync.
Microsoft Office 2010: Managing Information with OneNote	Microsoft OneNote 2010 is a digital notebook application that lets you manage information quickly and efficiently much like a paper notebook you would use to take meeting or class notes. This application lets you type, paste, print, add web clips, audio, video, add handwritten notes to a notebook and to send content from other applications. You have a number of options for expanding notebooks. You can move things around on every page and a notebook can store an infinite amount of data, dependent only on the limitations of the storage location. This course explores the basics of OneNote 2010 including an introduction to the interface, ways of formatting your notebook's text, methods of adding links, images, and tags to a note, and organizing content into sections and pages.
Microsoft Office 2010: Sharing Information with OneNote	OneNote 2010 allows you to share your notes, by e-mail, SharePoint, SkyDrive, or by blogging them. You can collaborate on a shared notebook in a live session in which co-workers can edit and add to notes at the same time. This course explores OneNote's integration with other Office applications such as Outlook, Word and PowerPoint, and covers remote access, sharing, and privacy settings.
Microsoft Outlook for Mac 2011: Getting Started	Microsoft Outlook for Mac 2011 enables you to send and receive e-mails in an intuitive manner, using a streamlined interface. This course explores the Outlook for Mac interface, including such key features as the ribbon, menu system, and Navigation Pane. The course also teaches you how to open an e-mail, how to add contacts to an e-mail, and how to reply to a message.
Microsoft Outlook for Mac 2011: Managing Contacts	Outlook for Mac 2011 includes a Contacts feature that houses easy-to-access personal information about people and businesses. You can add your own contacts and include such information as a person's e-mail address, name, phone number, and even a photo to give the contact a personal feel. You can easily import contacts from other files and applications, and export them from Outlook just as efficiently. This course explores these areas of contact management in Outlook for Mac 2011, and includes how to add contacts, contact groups, and arrange contacts.
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail	Outlook for Mac 2011 is the productivity application within Office for Mac that provides e-mail, contact management, scheduling, task, and note-taking tools to help you stay organized. You can use Outlook's intuitive interface to categorize and arrange your e-mail messages in a way that best suits your needs. This course shows you how to perform some basic tasks, such as organizing your Inbox using folders, easily color-categorizing e-mails for fast retrieval, and arranging e-mail in Outlook for Mac 2011.
Microsoft Outlook for Mac 2011: Mastering E-mail	Outlook for Mac 2011 offers a variety of features that allow you to deliver polished and professional correspondence that includes a variety of types of attachments, embedded rich content such as photographs, and finishing touches such as custom signatures. For advanced filtering of your messages, Outlook offers a number of handy Search tools to help you locate and narrow your results. This course explores adding and previewing e-mail attachments, inserting photos and links into messages, creating signatures, and searching your inbox for exactly what you need.
Microsoft Outlook for Mac 2011: Scheduling with the Calendar	While Microsoft Outlook is known for being a robust e-mail application, it also includes a calendar system that can be used for efficient information management. This course explores the many features of the Outlook Calendar, including how to use Calendar to add appointments, set appointments as recurring events, set reminders for appointments, and schedule meetings. The course also explains how to customize the appearance of the calendar to best suit your needs.
Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements	PowerPoint for Mac 2011 provides you with all the tools necessary to create and present engaging and effective presentations on the Mac OS X platform. This course will equip you to add tables and graphics to a presentation to increase its impact and display information using holistic and intuitive methods. The specific tools you will learn to use are SmartArt, tables, and charts.
Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools	PowerPoint for Mac 2011 provides you with all the tools necessary to create and present engaging and effective presentations on the Mac OS X platform. PowerPoint offers several tools and effects for creating visually engaging and effective presentations, such as slide transition and animation effects. It also makes the presentation of a slide show easy with the use of on-screen presentation tools and multiple presenter views. In this course you will learn how to create animations and transitions, print handouts for your audience, and use tools that will keep your audience engaged as you present your slide show.

Course	Description
Microsoft PowerPoint for Mac 2011: Getting Started	PowerPoint for Mac 2011 provides you with all the tools necessary to create and present engaging and effective presentations on the Mac OS X platform. It uses a graphical approach in the form of slide shows to create and deliver professionalâ€"looking presentations. PowerPoint also offers a variety of attractive templates and slide design options to save you time and effort. This course will equip you to create a basic presentation, either from scratch, using a pre-designed theme, or template. You will learn how to add and format text, as well as modify the structure of a presentation.
Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation	PowerPoint for Mac 2011 provides you with all the tools necessary to create and present engaging and effective presentations on the Mac OS X platform. Text-based slides in a presentation are fine, but we all know that a picture is worth a thousand words. And the use of sound effects, music, or movies can be worth even more! These types of media files can greatly increase the effectiveness and impact of a presentation. This course will equip you to add photos, audio clips, and movies to a PowerPoint for Mac 2011 presentation.
Monitoring and Improving Performance	Performance management is all about results. But how do you measure those results? What do you do with the data that you collect? And what do you do if you discover that some employees are underperforming? Unless you set targets that can be monitored and measured, you won't know if your unit is doing well and you won't know which areas need attention. |n |n This course shows you how to monitor and improve your employees' performance using a four-step process that covers setting targets, collecting the necessary information, analyzing that information, and responding to performance gaps that appear. It first helps you identify appropriate targets and standards against which you can measure performance. It then introduces different ways of collecting the relevant data and shows you how to analyze the data and decide on appropriate action. Finally, the course presents a technique for dealing with underperformers in a positive and collaborative way.
Moving Beyond E-mail to Maximize Microsoft Outlookâ€™s Potential	Anyone who uses Outlook for everyday e-mail, knows how robust the application is when it comes to sharing information and organizing appointments and contacts. What you may not know is how full-featured Outlook is when it comes to other areas such as instant messaging, tasks, notes, and organizing your daily schedule. This course explores Outlook's My Day feature along with tasks, notes, and messaging features in Outlook for Mac 2011.
Overcoming Challenges of Managing Top Performers	It's a paradox that managers sometimes face â€" their top performers need coaching. One of a manager's biggest challenges is how to keep top performers motivated and encouraged to continue the good work, while addressing the employee's sometimes difficult behavior. Top performers who are driven to succeed often don't handle criticism well. They also may be blunt, impatient, or even domineering in a team setting. However, for the sake of your team and the top performers themselves, you must address problem behavior. |n |n In this course, you will learn about how to help your top performers overcome difficult behavior using a proven coaching process. This enables you to pinpoint key weaknesses in an objective way and involve your top performer in developing an effective action plan for addressing those weaknesses. This course provides you with a four-step process that will enable you to assist the top performer in completing a DISC core behavior style assessment. With this process, you can help your top performers to improve their interpersonal skills, such as listening, showing respect, compromising, and discussing ideas with tact and diplomacy.
Peer Political Styles	
Perseverance: Flexibility in Action	
Persevering through Setbacks	
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	Do highly productive people have some innate skill that others do not? Or do people become productive because of their choices and actions? This course teaches that anyone can be productive if they choose to be â€" and follow it up with action. People tend to become less productive when faced with major projects, often feeling overwhelmed or unable to complete what's required of them. |n |n This course examines task management and 'chunking' and how they can help workloads seem much less overwhelming. It also looks at how to determine which are priority tasks and which are nonessential. And it examines the importance of scheduling and detailing schedule items using a to-do list. Taking time to create a schedule at the start will save you time and energy in the long run. And knowing how to properly use a to-do list can help maximize personal productivity.
Personal Productivity Improvement: Managing Your Workspace	Business professionals know how difficult it can be to juggle multiple tasks, and often deal with an influx of paperwork and requests each day. |n When the workday begins, it can be challenging to know where to start, and employees often become overwhelmed. A major contributor to these feelings can be a disorganized workspace. If you work in a state of chaos, your mind will follow. By becoming more organized, you can also become more productive and avoid procrastination. |n This course provides business professionals with the information they need to implement positive changes in their working space. It addresses the overwhelming nature of tackling a space that's piled-high with paper, has a disorganized physical or digital filing system, or is overrun with e-mails. You'll begin the process one small area at a time until they have created a well-functioning, productive workspace. Once this is achieved, you'll also be reminded that workspace management is an ongoing process, rather than an event - that is, improvements must be maintained.
Personal Productivity: Self-organization and Overcoming Procrastination	How is organization related to procrastination? In fact, the two often go hand in hand. A lack of organization, coupled with a tendency to procrastinate, can be a vicious cycle. Becoming disciplined, setting priorities, and eradicating time-wasting activities can reduce the desire to put things off. The key to becoming your most productive self is to embrace organization and to overcome procrastination. |n |n This course introduces you to ways of becoming organized to help you accomplish more with the hours you have. It examines the common reasons for procrastination and ways you can overcome them in the workplace. Overcoming the desire to procrastinate can be aided by implementing a strong system of organization. The course presents ways to develop the discipline required to get things done, guidance on setting priorities, as well as approaches to overcommitment.
Planning for Performance	Do you know if your team's goals are consistently being met? Or if the individuals in your team are performing at their peak? Using a performance management system is vital to help ensure that the performance of individuals and teams produces the desired outcomes for organizational success. Having a performance management system in place can focus attention on results that count, boost productivity, align team and individual activities with organizational goals, and improve morale. |n |n After explaining the nature and benefits of performance management, this course outlines the five phases of a performance management system: planning, monitoring, improving, reviewing, and rewarding. It then explains what you need to do in the planning phase. It shows you how to recognize critical success factors and develop key performance indicators based on these. Then it guides you in collaborating with employees to create role profiles that can generate meaningful performance agreements. Having established performance expectations, you will now have a basis for implementing the other components of the performance management system.
Planning Your Career	
PPE: Foot and Leg Protection	This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your feet and legs. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements â€" recall general OSHA requirements related to personal protective equipment, choose the appropriate foot and leg protection to guard against workplace hazards, and describe how to inspect and maintain foot and leg protection.
Rebuilding Trust	
Retaining Top Performers	Savvy managers realize the benefits of retaining their star performers, and that making a focused effort to retain top talent will save time and resources, and improve the overall performance of the organization. So how do you keep your top performers on board? You must give them a reason to stay and a view of what they'll gain by sticking around. You must ensure that they feel valued and are motivated and rewarded for their performance. |n |n This course provides strategies on how to motivate and reward top performers, including talent assessments, job redesign, and appropriate recognition and compensation. Using these strategies is key to keeping your top performers from leaving. The course also provides tactics for motivating top performers with the aid of a self-assessment so that top performers receive appropriate opportunities, recognition, compensation, and levels of autonomy. It also provides managers with ways to recognize the natural talents of their top performers, thereby assigning tasks that will be the most satisfying to the employee. Finally, you'll learn the principles of effective job redesign so that you can engage top performers in work they'll find satisfying.
Reviewing and Rewarding Performance	Managers often dread employee performance appraisals. However, these appraisals can be a positive experience for both manager and employee if you know the right way to handle them. Good performance needs to be rewarded, and how managers appraise performance and decide on rewards influences employee motivation and productivity. It's important to encourage open and positive performance-related discussions that increase employees' acceptance of their appraisal. Also, by matching rewards to performance, you can send powerful messages that your performance appraisal process is fair and meaningful. |n |n This course shows you how to rate employee performance objectively by applying a five-category rating scale. It then describes some strategies to prepare yourself and your employee for an annual appraisal meeting. Next, it instructs you in how to conduct such a meeting and gives you an opportunity to practice. Finally, it outlines some principles for developing effective rewards and presents a technique you can use to link compensation to different levels of performance.
Risk Management: Assessing Risk	Risk is the driving force behind every business venture, so it's important to understand risk and plan for it. In order to manage risk, however, leaders first need to assess the risk factors that threaten their organization so that they can create a strategy to avoid or mitigate that risk. This course examines the techniques commonly used to assess risk, including opportunity assessment, and threat assessment using FMEA - Failure Mode and Effect Analysis.
Risk Management: Dealing with Risk	The most desirable objective of risk management is to eliminate risk uncertainty, whether for threats or opportunities. But what happens when that's not an option? Even the most thorough planning is subject to risk, and the best leaders are the ones who know how to respond effectively to risk, whether for a threat or an opportunity. This course examines the third stage of risk management â€" dealing with risk. It provides general strategies for dealing with risk, such as risk exposure adjustment and contingency planning. And it outlines strategies specific to dealing with threats and opportunities.
Risk Management: Identifying Risk	Risk is the driving force behind every business venture, so it's important to understand risk and plan for it. Even though the best leaders are accomplished decision-makers who know how to make tough choices on the fly, in today's business environment you must know how to proactively identify risk factors, and how to recognize when business ventures are at risk of becoming critical situations. This course examines the first stage of risk management - identification of risk factors. It also presents several risk identification techniques, including how to use root cause identification, the Delphi technique, and brainstorming sessions to identify risks.
Safe Work Practices	This course provides information about day-to-day safe work practices and working safely with equipment and hazardous materials. The intent of the course is to enable the learner to identify those practices that must be followed that will either eliminate or minimize the potential for injury from workplace hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives are to define the purpose of safe work practices, identify the assessment tools used to identify workplace hazards, define job safety analysis (JSA), its methods, and steps, define job safety analysis control methods and specify the effectiveness and limitations of each method, recognize workplace inspection components and procedures, identify housekeeping practices for work areas, identify safe work practices for hand and portable power tools, identify safe work practices for clothing and attire, identify safe work practices for coal handling, identify safe work practices for hoisting equipment, and identify safe work practices for forklifts or other self-powered lifts.
Setting and Managing Priorities within the Organization: Communication	As a manager, you're responsible for ensuring that your team is focused on priorities â€" the goals that further your organization. But you can't achieve this without effective communication. You must convey to your employees what the priorities are, why they are priorities, and what their role is in advancing those priorities. Otherwise your team will be pulling in different directions rather than being united by a common sense of purpose. |n |n This course explains the elements of effective communication specific to laying out priorities. It gives you guidelines on preparing and developing a message that will resonate with your team. And it teaches you delivery and listening techniques to help you engage your employees in the priorities to motivate them to take action as a team with a clear focus.
Setting Goals	
Sharepoint 2010 SP1: Configuring and Administering Search	Microsoft SharePoint 2010 SP1 is a business platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides the essentials to configure and manage Search for SharePoint 2010. The course will cover how to configure crawl schedules, iFilters, crawl rules, content sources, scopes, managed properties, content types, search components, index partitioning and federated search locations . This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-667 (TS: Microsoft SharePoint 2010, Configuring). Passing this exam will earn the learner MCTS: SharePoint 2010, Configuration certification.
SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration	Microsoft SharePoint 2010 SP1 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course provides insight to planning for enterprise content management for SharePoint 2010. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-668 (PRO: Microsoft SharePoint 2010, Administration). Passing this exam will earn the learner MCITP: SharePoint Administrator 2010 certification.
SharePoint 2010 SP1: Operational Health	Microsoft SharePoint 2010 SP1 is a business collaboration platform where people can collaborate, set up web sites, manage documents, and provide intelligence to make key business decisions. This course covers managing SharePoint Server's operational health, including backup and restore methods, monitoring logs, and analyzing the health of the SharePoint farm. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Exam 70-667 (TS: Microsoft SharePoint 2010, Configuring). Passing this exam will earn the learner MCTS: SharePoint 2010, Configuration certification.
Sharing Content and Browsing the Web Privately and Securely using Safari	Using Safari's advanced privacy and security preferences, you can ensure that your personal information is safe from prying eyes and that your browsing experience is safe and private. This course explains such topics as private browsing, resetting Safari, disabling pop-ups, along with more basic Safari usage such as printing, sharing, and saving web pages.
Solution Selling: Creating New Opportunities	For most sales professionals, prospecting for new customers and making those initial sales calls is a big part of their job. But that doesn't mean it's easy. Conducting prospecting calls is one of the most difficult skills to learn. Potential customers aren't always aware of their needs and often don't appreciate a stranger pointing out their problems. It's the job of the sales professional to recognize potential pain, approach each customer in a tactful and appropriate manner, determine the right solution, and present it in an engaging way that helps the customer make an informed decision. |n |n This course explains how to approach sales opportunities when the customer's need is unexpressed or unclear, including how to research a customer's business, identify potential problems, and guide the customer through an exploration of the problem and solution. You'll learn skills needed to carry out planning and research, diagnosing a customer's need, and enticing customers to acknowledge and speak openly about their business problems. And you'll learn some basic calculations used to ensure your solutions are financially beneficial to both you and your customers.
Solution Selling: Mastering the Essentials	
Solution Selling: Meeting an Active Need	

SQL Server 2008 R2: Database Monitoring and Performance	To keep SQL Server 2008 R2 databases running as efficiently as possible, administrators use a variety of performance tuning and monitoring tools. The SQL Server Profiler enables administrators to use trace files and logs to analyze a database's performance. They can also use the Windows System Monitor to monitor SQL Server 2008 R2 using counters, which monitor specific aspects of the server for performance issues. SQL Server 2008 R2 includes the Activity Monitor, which provides an overview of the system's performance in real-time. And the Database Engine Tuning Advisor enables administrators to analyze a database's workload and then implement recommendations to provide better performance for the database. SQL Server 2008 R2 provides a Resource Monitor, which allocates specific resources, and a data collector, which collects specific data and stores it in a management data warehouse. In SQL Server 2008 R2, concurrency issues may arise that require the administrator to intervene by detecting the locking issue and possibly terminating a process that could be blocking a session from performing its task. Concurrency issues can arise when multiple users are trying to access the same data in a database. This course demonstrates how to use SQL Server Profiler, the Database Engine Tuning Advisor, Resource Monitor, and the data collector to monitor and tune the performance of the database. It also addresses how to use the Windows System Monitor, Activity Monitor, and how to detect and resolve locks. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft SQL Server 2008 exam number 70-432. Passing this exam will earn the learner the Microsoft Certified Technology Specialist (MCTS): Microsoft SQL Server 2008, Implementation and Maintenance certification.
SQL Server 2008 R2: Gathering Performance Data	In order to keep SQL Server 2008 R2 running as efficiently as possible, SQL Server 2008 R2 provides a variety of performance tuning and optimization utilities. Among these utilities are the SQL Server Profiler and the Database Engine Tuning Advisor. The SQL Server Profiler allows you to use trace files and logs to analyze your database's performance. The Database Engine Tuning Advisor allows you to analyze a database's workload and effectively configure the physical design structure of databases based on your analysis. SQL Server 2008 R2 offers the ability to view the actual or planned execution plan for queries to ensure transactions are executed with the most efficient path possible. Another set of diagnostic tools provided by SQL Server 2008 R2 are the Dynamic Management Views (DMVs), which help you monitor the health of a server and diagnose problems that may be occurring. This course demonstrates how to view execution plans for transactions and how to use SQL Server Profiler to monitor the databases. It also demonstrates how to tune a database using a workload in Database Engine Tuning Advisor tool and how to use DMVs and catalog views to view system metadata. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft exam: 70-433 TS: Microsoft SQL Server 2008, Database Development. Passing this exam will earn the learner Microsoft Certified Technology Specialist (MCTS): SQL Server 2008, Database Development certification.
Supporting Project Managers	
TestPrep 1Z0-803 Java SE 7 Programmer I	
TestPrep 70-178 Microsoft Project 2010, Managing Projects	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 77-888 Excel 2010 Expert	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep ITIL V3 Foundation (ITV3F)	To test your knowledge on the skills and competencies being measured by the vendor certification exam*. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
The Agriculture Industry Overview	The agriculture industry supplies a wide variety of food products and plant-derived renewable energy sources globally. With several subsidiary industries connected to and depending upon the agriculture industry, it continues to be one of the largest industries in the world and one of the most important for human existence. It's also one of the most vulnerable to changes in economic and political climate, market dynamics, and weather adversities. Growth in global demand over recent years has outpaced supply throughout the world, resulting in spiraling food prices. With scarce land and water resources, demands for alternative use of land, rampant urbanization, and climate change concerns, food security is at the top of the agenda for many national governments. However, industry players are adopting unique strategies and moving forward to overcome these challenges. |n |n This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the agriculture industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the agriculture industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and current trends.
The Ethics Enigma	
The Fruits of Integrity: Building Trust at	
The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	The GHS, an acronym for The Globally Harmonized System of Classification and Labeling of Chemicals, is a system aiming to standardize and harmonize the classification and labeling of chemicals. Although many countries follow regulatory systems for the safe handling and transport of chemicals through labels and safety data sheets, there is no standard approach. So while the formats are similar in different countries, the differences are significant enough to warrant different labeling and safety data sheets for the same product in different markets. With the gradual implementation of the GHS worldwide, countries can have consistent and appropriate information on the chemicals they import or produce, and the infrastructure to control chemical exposures and protect people and the environment can be established in a comprehensive manner. |n |n This course introduces the GHS and explains how hazards are classified and communicated through the use of labels and safety data sheets.
Thinking Like a CFO: Making Financial Decisions	Thinking like a CFO gives you a better understanding of your organization's strategic plans, its operational priorities, and the impact of those priorities on your department. Making decisions and managing your day-to-day operations with a CFO mind-set can also help you get your management's support for financial plans, investment proposals, and funding requests. At a more operational level, many of your decisions and managerial activities related to budgeting, managing payables and receivables, incurring incremental costs, and making purchase decisions can benefit from a CFO perspective. |n |n This course presents some examples of how a CFO perspective is applied to many of the activities and financial decisions you make in your area of business on a daily basis. It presents some guidelines for functional managers for creating budgets, and best practices that may contribute to reduced working capital needs. And it teaches you how your request for incurring an incremental cost or making a buy or lease decision could be evaluated from a CFO perspective.
Thinking Like a CFO: Managing Risk	Thinking like a CFO means you're not just concerned about productivity and efficiency, but also about your organization's long-term financial health and sustainability. One way you express that concern is by how you deal with your department's financial, operational, and compliance risks. If you approach these like a CFO, your decisions will be more in line with organizational goals, and you'll be more likely to win senior management's support for your department's risk management plans. |n |n This course introduces you to a process for managing regulatory and financial risks in line with CFO priorities. It begins by focusing on general actions you can take to support CFO priorities for risk management and compliance. It then presents a method for identifying and categorizing risks your department could be facing. Next it teaches a ranking technique for prioritizing risks. Finally, it suggests an approach to developing a risk response plan for departmental risks.
Thinking Like a CFO: Mind-set and Financial Priorities	Effective management of your departmental operations in terms of productivity, efficiency, and quality is important, but it's no longer enough to ensure success. You must also ensure you align your decisions and departmental activities with your organization's financial goals. You can do this by investing your resources profitably, maintaining a healthy cash flow, and managing your business risks adequately. Thinking like a chief financial officer, or CFO, in your everyday decision making and management can help you achieve these goals. Adopting a CFO mind-set will give you a better understanding of your organization's financial priorities and assist you in getting your CFO's buy-in for your budgets, project plans, and proposals requiring investment. |n |n This course provides some basic tips to get you started thinking like a CFO and explains why it's important to have that perspective. It then details the various responsibilities of CFOs in organizations to help you understand their viewpoint. The course then presents a practical outline of how CFOs pursue three of their basic priorities: managing costs, supporting revenue growth, and managing cash flows in the organization. Understanding how CFOs accomplish these priorities can help you achieve your departmental goals more effectively.
Thinking Like a CFO: Preparing and Presenting a Business Case	Applying CFO thinking in your business decisions and departmental activities helps you align them to your organization's goals. It also helps you get senior management's support and approval when you present your budget, marketing plan, and proposals requiring purchases and funds. As a functional manager and departmental leader, you often need to make a business case for your requests for more resources and funds to the senior management. As several departments often compete for the same resources and budget allocations, your ability to prepare a strong business case and present it effectively becomes critical to your success. |n |n This course teaches you how to apply a CFO perspective in preparing and presenting a business case. You are walked through the typical steps for developing and presenting a business case. A key step is to analyze alternative solutions to the issue you've identified, and this course shows you how to use various financial metrics – payback period, net present value, and risk analysis – to decide between alternative possibilities. Next, you're introduced to a template for structuring your business case for best effect. Finally, the course demonstrates how to strengthen your case by anticipating the kinds of questions that management is likely to ask.
Under the Hood with Mac OS X Lion	OS X Lion provides many ways to configure the operating system, customize preferences, protect files and settings, and synchronize data with a variety of devices. This course introduces experienced Mac OS X users and novices alike to the various settings that reside 'under the hood' in OS X Lion, including commonly used System Preference settings, how to protect your system using Time Machine, and how to back up and recover files. The course also covers how to use iTunes and iCloud to keep your apps and data synchronized.
Up and Running with Safari 5.1	You can use Safari 5.1 for basic web navigation, but once you've mastered the basic features, you can delve into using such features as the Reading List, or RSS feeds with Safari. This covers these features and also explores Safari's support for a wealth of extensions that you can add to the browser to maximize your browsing experience. The course also explores setting a variety of preferences in Safari and using Safari's built in Reader to make articles easier to read.
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment	E-mail has become the most used communications medium in corporate networks today, with this high usage, comes an ever increasing need to understand the security considerations involved and how the end user can help in making sure E-mail security is maintained. Social networking, and the use of social media websites has added another level of complexity to network security as users are able to open security holes if the wrong type of information is made public. This course examines the ethical use of E-mail, guidelines for using E-mail safely, and how to deal with issues as they arise. This course also examines social networking, social media, the proper use of the Internet at work, and the security issues that can arise from posting or discussing corporate information on social media sites.
Using Facilitation Skills as a Manager	Managers need to be good facilitators – in the broadest sense of the word. Being facilitative means empowering and collaborating with employees to get the work done. This course describes how to use facilitation skills to help others work more effectively. It explains how observation skills can help you understand how well people are working together and whether you may need to intervene to get things back on track. Another key facilitation skill covered in the course is using questions effectively to help others focus and engage in their work.
Using Mac OSX Lion to Interact with the World	OS X Lion is a powerful operating system which allows users to interact with the world using a variety of tightly-integrated applications. Communication, sharing and contact management features work together, enabling users to send emails, conduct chats, make video calls, and share files. This course introduces experienced Mac OS X users and novices alike to the connectivity features of OS X Lion, including an introduction to Address Book, a discussion of OS X Lion Mail, the powerful iChat and FaceTime applications, and OS X Lion's networking and sharing features.
VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation	Virtual networking within ESXi is a key area for every vSphere administrator to understand. Designing and building virtual networks with ESXi and vCenter Server bears some similarities to designing and building physical networks, but there are enough significant differences that an overview of components and terminology is warranted. When you create virtual networks, you have two options available; you can choose a virtual standard switch or a virtual distributed switch. |n |n This course defi¬nes the various components involved in a virtual network as well as the factors that affect the design of a virtual network. The course discusses the differences between a virtual standard switch and a virtual distributed switch as well as their features and the advantages of using one over the other.
VMware vSphere 5 - Part 1: vCenter Server Management	VMware vCenter Server provides several built-in options that allow you to manage your environment. Alarms can be created to notify when something goes wrong, scheduled tasks allow various tasks to be performed in an automated way, events allow the administrator to view what's happening in the vCenter Server environment, maps give a visual topology of what's happening, and the customization specifications manager allows quicker deployments in an automated way. This course concentrates on the tools used, and day-to-day management and maintenance of the vCenter Server.
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration	vCenter Server provides a centralized management framework for VMware ESXi hosts, but it's vSphere Client where vSphere administrators will spend most of their time. vSphere Client is a Windows-based application that allows you to manage ESXi hosts, either directly, or through an instance of vCenter Server. vSphere Client provides a rich graphical user interface (GUI) for all day-to-day management tasks and for the advanced configuration of a virtual infrastructure. While you can connect vSphere Client directly to an ESXi host or to an instance of vCenter Server, the full set of management capabilities is only available when connecting vSphere Client to vCenter Server. |n |n With the release of vSphere 5, VMware also adds a robust new vSphere Web Client. vSphere Web Client provides a dynamic, web-based user interface for managing a virtual infrastructure, and enables vSphere administrators to manage their infrastructure without i¬rst needing to install the full vSphere Client on a system. However, vSphere Web Client in its current form only provides a subset of the functionality available to the ...
Wage and Hour Awareness for Managers	As a manager of employees who earn an hourly wage, it is important for you to be familiar with the basic principles of wage and hour law. Your knowledge of common pay-related issues will allow you to support your company's pay policies and minimize the risk of pay violations. This course addresses minimum wage requirements, pay for breaks and meals, overtime requirements, and recordkeeping responsibilities. |n |n This course was developed with subject matter support provided by The Beale Firm, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Wage and Hour for Employees	
Windows Application Development with Visual Basic 2010	Windows Forms and Windows Presentation Foundation (WPF) along with Visual Studio 2010 enable developers to build sophisticated Windows client applications to run on, and take advantage of the capabilities of the Windows platform. This course introduces the learner to WPF and outlines the application types supported by it, basic application creation, basic configuration, and event handling using Visual Basic 2010. Specific topics covered include creating WPF applications, utilizing WinForms, handling events, and configuring commands and application settings. |n |n This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Windows Applications Development with Microsoft .NET Framework 4 exam (70-511). Passing this exam will earn the learner the MCTS: .NET Framework 4, Windows Applications certification.

Course	Description
Windows Applications Databinding with Visual Basic 2010	Windows applications allow you to incorporate data from multiple sources into the user interface. This course details how to not only bind controls to data, but also how to convert, validate, and format data in a variety of ways. Specific areas covered include binding to elements, using multiple bindings, utilizing ADO.NET data objects, formatting the display of data, and also data conversion, validation, filtering, sorting, and grouping. |n |n This course is one of a series in the SkillSoft learning path that covers the objectives for the Technology Specialist (TS): Windows Applications Development with Microsoft .NET Framework 4 exam (70-511). Passing this exam will earn the learner the MCTS: .NET Framework 4, Windows Applications certification.
Workplace Harassment for Employees	
Writing under Pressure: Preparing for Success	Certain professions are inextricably tied to writing under pressure, such as the newspaper journalist or the magazine columnist. Indeed, there's a broad spectrum of professions where writing under pressure is an essential skill with direct consequences â€" financial or otherwise. Professionals are often required to complete multiple writing tasks in a limited time frame. This course provides professionals with effective ways to prepare for writing successfully under pressure, including how to reduce stress and prepare a suitable writing environment, as well as how to reduce distractions.
Writing under Pressure: The Writing Process	When a writing project is time sensitive, it becomes all the more valuable to have a reliable, systematic writing process. Otherwise you may end up overwhelmed and frustrated, or so rushed that you produce less than your best work. Even when you're under pressure to complete your writing assignment, you can still achieve great results with a communication that's clear and concise, and achieves its purpose. |n |n This course provides you with a step-by-step process for producing a quality document under a tight schedule. It explores how to streamline your writing process by determining why and for whom you're writing, and what the reader needs to know. It then moves through the steps of generating ideas, gathering information, and organizing those ideas into an outline. This course also offers strategies for overcoming writer's block, getting the words to flow, and ultimately revising the written piece into a polished final product.
Compensation and Benefits: Regulations, Strategies, and Needs Assessment	Compensation and Benefits: Regulations, Strategies, and Needs Assessment
Compensation and Benefits: Managing Policies, Programs, and Activities	Compensation and Benefits: Managing Policies, Programs, and Activities
Compensation and Benefits: Organizational Responsibilities	Compensation and Benefits: Organizational Responsibilities
Employee and Labor Relations: Employment Regulations and	Employee and Labor Relations: Employment Regulations and Organizational Programs
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
Employee and Labor Relations: Unions and Collective Bargaining	Employee and Labor Relations: Unions and Collective Bargaining
Human Resource Development: Regulations and Organizational Development	Human Resource Development: Regulations and Organizational Development
Human Resource Development: Employee Training	Human Resource Development: Employee Training
Human Resource Development: Performance Appraisal and Talent	Human Resource Development: Performance Appraisal and Talent Management
Workforce Planning and Employment: Employment Legislation	Workforce Planning and Employment: Employment Legislation
Workforce Planning and Employment: Recruitment Strategies	Workforce Planning and Employment: Recruitment Strategies
Workforce Planning and Employment: Sourcing and Selecting Candidates	Workforce Planning and Employment: Sourcing and Selecting Candidates
Workforce Planning and Employment: Orientation, Onboarding, and Exit	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
Human Resources Core Knowledge: Skills, Concepts, and Tools	Human Resources Core Knowledge: Skills, Concepts, and Tools
Human Resources Core Knowledge: Functions and Activities	Human Resources Core Knowledge: Functions and Activities
Business Management and Strategy: The HR Function and Business Environment	Business Management and Strategy: The HR Function and Business Environment
Business Management and Strategy: HR and the Strategic Planning Process	Business Management and Strategy: HR and the Strategic Planning Process
Business Management and Strategy: HR Functions and Roles	Business Management and Strategy: HR Functions and Roles
Welding, Cutting, and Brazing	Welding, Cutting, and Brazing
Office Ergonomics	Office Ergonomics
Personal Protective Equipment: Body	Personal Protective Equipment: Body Protection
Risk Management: Organizational Risk and Safety and Health Legislation	HR professionals are closely involved with various aspects of organizational risk management, especially risks that concern people. These include risks related to business continuity, noncompliance with laws that relate to managing and protecting human capital, and employee safety, health, security, and workplace privacy risks. This course examines various steps in the risk management process and risk management strategies in terms of business continuity planning and liability insurance. The course also discusses arguably the most important employee health and safety regulation for HR professionals, the Occupational Safety and Health Act. The course also presents some other key regulations that HR professionals should be aware of for managing organizational risks and avoiding any noncompliance risks. This course is created to help HR professionals preparing for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations. The content in this course is based on the responsibility and knowledge statements of the PHR and SPHR Body of Knowledge of Society for Human Resource Management (SHRM).
Risk Management: Workplace Safety, Security, and Privacy	Safeguarding employees' safety, health, workplace security, and privacy is essential for an organization's continuation and success, and is of particular concern to HR professionals. This course explains various aspects of employee safety issues, programs, health hazards, and employee assistance and wellness programs that HR professionals should be aware of. It also outlines how security risk analysis and programs can be used to avoid future emergencies. Finally, this course examines workplace privacy issues, privacy policy, and concerns of employees and employers with regard to privacy. This course is created to help HR professionals preparing for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations. The content in this course is based on the responsibility and knowledge statements of the PHR and SPHR Body of Knowledge of Society for Human Resource Management (SHRM).
Strategic HR for SPHR Exam Candidates Part I	Organizational leadership, including HR leadership, is directly involved in developing, refining, and implementing an organization's strategic plan. One of the key roles of senior HR professionals is to align activities in the HR function with the organization's strategic goals. Senior HR professionals are often directly involved with the corporate restructuring activities resulting from organizational changes and initiatives such as mergers and acquisitions, offshoring, outsourcing, and divestiture. Managing third-party contracting and technology and measuring strategic performance, specifically of the HR function, are some other key contributions the HR function makes to the organization. This course examines the core strategic functions of HR, the regulatory framework around them, and the specific capabilities required to perform them. The course also discusses organizational roles and responsibilities for ensuring ethical practices and ethical issues and challenges in performing these functions. This course is created to help senior HR professionals preparing for the Human Resource Certification Institute's (HRCI) SPHR certification examination. The content in this course is based on the responsibility and knowledge statements specified as SPHR only in the PHR and SPHR Body of Knowledge of Society for Human Resource Management (SHRM).
Strategic HR for SPHR Exam Candidates Part II	Planning and implementation of programs dealing with global workforce and compensation, succession planning, training effectiveness evaluation, and ever-changing employee needs are of strategic importance to HR professionals. This course discusses some of the key issues in dealing with global assignments and international assignees. It also outlines characteristics of a succession planning program and process in an organization. Various levels of training evaluation and evaluation methods are discussed too. The course also outlines changing employee needs and organizational programs to meet them. Finally, the course provides integral information on compensation and benefits for executives and international assignees. This course is created to help senior HR professionals preparing for the Human Resource Certification Institute's (HRCI) SPHR certification examination. The content in this course is based on the responsibility and knowledge statements specified as SPHR only in the PHR and SPHR Body of Knowledge of Society for Human Resource Management (SHRM).
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Direct, Monitor, and Control Project Work (PMBOKÂ® Guide Fifth Edition)	Most projects experience problems and unforeseen events that pose a threat to successful completion. Thankfully there are many proven project management processes designed to direct, monitor, and control project work. For example, project baselines for schedule, cost, scope, and quality give the project manager a firm foundation by which to monitor project work and make decisions. When problems arise, strategies for managing changes help get the project back in line. This course will equip project managers with skills to manage change in an integrated fashion so that, for example, changes to scope are reflected appropriately in the quality, schedule, and cost baselines. The Project Integration Management Knowledge Area includes six processes, ranging from the creation of the project charter at the beginning of a project through to the close of a project or phase. This course covers the inputs, tools and techniques, and outputs of the third and fourth processes: Direct and Manage Project Work and Monitor and Control Project Work. Through interactive learning strategies and realistic scenarios, you will explore these concepts and gain a better understanding of the project integration processes in action. This course will assist in preparing learners for the PMPÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Project Requirements and Defining Scope (PMBOKÂ® Guide Fifth Edition)	Good scope management focuses on making sure that the scope is clearly communicated and well defined and that the project is carefully managed to limit unnecessary changes. Project scope management is concerned with ensuring that projects include and account for all the work needed to ensure the successful completion of a project. Successful project managers use project scope management throughout the life of a project to identify and control all aspects of the work involved. This course will highlight the importance of project scope management to project performance. Through interactive learning strategies and realistic scenarios, the learner will explore these concepts and gain a better understanding of the inputs to, the tools and techniques for, and the outputs of the Project Scope Management processes. This course covers all the activities related to planning scope management and developing a project scope statement. Specifically, learners will be introduced to the first three processes in the Project Scope Management Knowledge Area â€" Plan Scope Management, Collect Requirements, and Define Scope. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition published by the Project Management Institute (PMIÂ®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMPÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Monitoring and Controlling Project Scope (PMBOKÂ® Guide Fifth Edition)	A project manager's key responsibility is to ensure that the project is carried out in a controlled manner, according to plan. However, a project can quickly spin out of control if changes to the product's scope are not detected and managed properly. Two processes in particular enable a project manager to do just that: the Validate Scope and Control Scope processes. They belong to the Project Scope Management Knowledge Area and play a key role by helping to monitor and control the boundaries of the project throughout the project life cycle. This course will cover the project inputs, tools and techniques, and outputs of the scope management processes that deal with validating scope and controlling changes to a project's scope baseline. Through interactive learning strategies and realistic scenarios, the learner will explore these concepts and gain a better understanding of the monitoring and controlling processes of the Project Scope Management Knowledge Area. This course will assist in preparing learners for the PMPÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Defining and Sequencing Project Activities (PMBOKÂ® Guide Fifth Edition)	Properly defining and sequencing project activities allows a project manager to answer two basic scheduling questions â€" What activities are required to develop the end product? And how should the activities be sequenced for optimal results? The first step in developing a reliable project schedule is identifying project activities and their interrelationships. This course covers the defining and sequencing project activities in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, learners will be provided with an overview of the Project Time Management Knowledge Area and the interrelation with the Process Groups. The course also explores project activities and activity attributes, and the method of developing network diagrams, including dependency determination and identifying leads and lags. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMPÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.

Course	Description
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	Resources, such as people, materials, equipment, facilities, and money, are required throughout the entire project life cycle. Determining resource requirements is critical to successful project time and cost management. The ability to estimate the duration of each project activity is equally essential. It is not enough to know what needs to be done and what resources are required. A project manager must know how much time it will take to complete each activity. This course covers estimating activity resources and durations in the project management discipline and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, published by the Project Management Institute (PMI®). Specifically, learners will be provided with an overview of establishing resource requirements, sources of activity duration information, and methods of estimating activity durations. Some of the duration estimating techniques taught in this course include analogous estimating, parametric estimating, and using three-point estimates. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide - Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	The project schedule is critical to project management. It contains the planned start and finish dates for project activities and milestones. It also confirms which activities are dependent on others, therefore enabling the project manager to prioritize the order in which activities are to be completed. Developing the project schedule is an ongoing process throughout the project lifecycle, as there are many factors that can either accelerate or delay deliverables in a project. It is essential in successful project management to be able to quickly identify possible impacts, evaluate the effect on all project activities, and adjust the project activities as required to minimize risk. This course covers developing and controlling the project schedule in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®). Specifically, learners will learn how to analyze activity sequences, durations, and resource and schedule constraints to create the project schedule. Learners will also calculate the critical path using a forward and backward pass, calculate the float, and calculate the critical chain in order to monitor progress and make changes to the project schedule as required. This course provides a foundational knowledge base reflecting the most up-to-date project management information, and assist in preparing them for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Planning Project Costs (PMBOK® Guide Fifth Edition)	Accurately forecasting the cost of future projects is vital to the success of projects and the survival of any business. Project managers must have the ability to not only identify what work is required at the onset of a project, but precisely forecast how much that work is going to cost throughout the duration of the project. This course provides an overview of estimating and budgeting project costs in the Project Cost Management Knowledge Area, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®). Specifically, this course covers planning how to manage project costs, gathering cost information from numerous sources and then utilizing that information, and using tools and techniques such as bottom-up estimating and reserve analysis for estimating costs. Learners will also determine the project budget by calculating reserves and funding requirements. This course provides a foundational knowledge base reflecting the most up-to-date project management information, so learners can effectively put principles to work in their own organizations. This course will assist in preparing learners for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Controlling Project Costs (PMBOK® Guide Fifth Edition)	Establishing the budget for a project is a vital process in project management, yet it means nothing if the budget is not adhered to. Controlling project costs is critical to meeting a project's budget targets, and monitoring cost performance can mean the difference between the success and failure of a project. This course provides an overview of the Control Costs process. It introduces the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, published by the Project Management Institute (PMI®). Specifically, the course examines the inputs, tools and techniques, and outputs of the Control Costs process. In terms of the tools and techniques, it shows how to monitor cost performance through earned value management (EVM), forecasting, and other techniques such as to-complete performance index (TCPI) and reserve analysis. It also demonstrates how to calculate planned value, earned value, actual cost, schedule and cost variance, and schedule performance and cost performance indices. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide - Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Plan Quality Management (PMBOK® Guide Fifth Edition)	Project managers need to build quality into their projects at the very beginning, during the planning stage. Quality managers have to ensure that quality requirements are met. The Project Quality Management Knowledge Area takes these facts into consideration. It not only includes processes for assuring and controlling quality, but it also includes a process for ensuring that quality is considered from the very beginning of a project's life cycle. In this course, learners will be given an overview of the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the three processes in the Quality Management Knowledge Area and how they fit into the project management Process Groups. This course also covers, in detail, the Plan Quality Management process. This process helps project managers identify the relevant quality standards for a project and then determine how to satisfy those requirements. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	There is no question that project quality is essential in ensuring project success. A quality management plan identifies quality requirements and provides all project stakeholders with documented guidelines for delivering a quality product or service. But the question is how do you ensure that the quality management plan will work? How do you know that those guidelines will, if followed, result in a successful project? The quality management plan must be audited and measured consistently and efficiently to ensure that it is both adequate and adhered to. In this course, learners will be given an overview of the Perform Quality Assurance and Control Quality processes within the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the tools and techniques used in quality assurance, such as quality audits and performing a process analysis. They'll also learn quality control tools, such as cause and effect diagrams, statistical sampling, and inspection. This course will assist in preparing the learner for the PMP® certification exam and provide a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Planning Project Human Resources (PMBOK® Guide Fifth Edition)	When project managers set their sights on delivering creative project solutions on time and within budget, they must select and manage a team of experienced and competent professionals who can meet the challenge. This requires that project managers understand the Project Human Resource Management processes of planning, selecting, developing, and managing a project team. While selecting the right team to do the work is critical to project success, it doesn't stop there. Good project managers know how to create the right type of atmosphere for their projects, keep their team members motivated throughout the project, and manage issues and changes that could possibly derail a project team. This course emphasizes the importance of good project human resource management to overall project performance. It covers the inputs, tools and techniques, and outputs of the first two Project Human Resource Management processes: Plan Human Resource Management and Acquire Project Team. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Managing Project Human Resources (PMBOK® Guide Fifth Edition)	Henry Ford once said that coming together is a beginning; keeping together is progress; working together is success. Mr. Ford knew the importance of teamwork. Ask anyone who has worked in a project environment, and they will tell you that team dynamics can make or break a project. A positive, constructive atmosphere can keep team members motivated and productive, while a negative atmosphere can have the opposite effect. Developing effective project teams is one of the primary responsibilities of a project manager. Once the team is working effectively and the project is underway, it is time for the project manager to proactively manage the project team in order to address and resolve personnel issues that could adversely affect the project. This course covers the Develop Project Team and Manage Project Team processes, the third and fourth processes within the Project Human Resources Management Knowledge Area. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Techniques for developing project teams, such as training, team-building activities, and recognition and rewards will be discussed. Learners will also be introduced to strategies for enhancing project performance and conflict management techniques. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. It will also assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	It is commonly said that up to 90% of a project manager's time is spent communicating, whether it's with external stakeholders, members of the project team, suppliers, or other managers within the organization. That speaks volumes about the important role of communication to a project. When communications break down, projects fail. When communications are good, the project is more likely to achieve its objectives. Healthy project communication means that the right people are getting the right information at the right time. They are able to make informed decisions. They understand what is going on and are able to proceed with their work. Communications management is one of the most essential functions of a project manager. Project managers need to plan out a strategy to ensure that needed information is gathered and produced efficiently. In this course learners will learn how to plan and manage project communications. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Control Project Communications (PMBOK® Guide Fifth Edition)	A project manager is the communication hub through whom all project information flows. A project manager may receive and distribute dozens of messages per day. Customers, suppliers, project team members, and company executives all rely on the project manager for up-to-date information. Controlling these communications is critical to the project, and it's the project manager's responsibility to ensure that the planned flow of project communications continues so that the needs of both the project stakeholders and the project itself are met. This course emphasizes the importance of the Control Communications process and guides the learner through the tools and techniques that can be used for controlling communications throughout the life of a project. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. It will also assist in preparing the learner for the PMP® Certification Exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Risk Management Planning (PMBOK® Guide Fifth Edition)	There are a few questions that every project manager should ask at the beginning of a project: What do we hope to gain from this project? What kinds of things could keep that from happening? And how should we respond if those events occur? Every project involves some degree of risk. Identifying potential risks and having a plan for dealing with them can spell the difference between a project that reaches a successful conclusion and one that does not. In this course, learners will be introduced to the Project Risk Management Knowledge Area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced the first process in the Project Risk Management Knowledge Area: Plan Risk Management. Techniques for creating a risk management plan and preparing documentation for the risk identification and analysis processes will be covered in detail. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Identifying Project Risks (PMBOK® Guide Fifth Edition)	Since every project faces some degree of risk, good project management involves a thorough investigation into all potential risks that may impact the project throughout its life cycle. Identifying potential risks and their causes and impacts can mean the difference between a project that reaches a successful conclusion and one that does not. In this course, learners will continue to learn about processes within the Project Risk Management Knowledge Area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the second of the six risk management processes: Identify Risks. The course covers many risk identification methods including group information gathering techniques, diagramming techniques, and SWOT analysis. The results of these methods are compiled in the risk register, which is also covered in detail. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Performing Risk Analysis (PMBOK® Guide Fifth Edition)	The science of project management was founded, in large part, to manage risk and prevent it from negatively affecting project objectives, schedules, and budgets. Risk in any project is unavoidable. Fortunately, there are proven methods to identify and analyze potential threats so that appropriate risk responses are developed and the project's level of exposure is controlled. Risk analysis has become an important discipline within the field of project management. It involves prioritizing risks and assessing each identified risk's probability of occurrence and potential impact, whether positive or negative. This course explores both qualitative and quantitative risk analysis techniques. Specifically, learners will be introduced to qualitative tools like the probability and impact matrix, risk probability and impact assessment, and risk urgency assessment. Quantitative risk analysis techniques include data gathering and representation and quantitative modeling techniques. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. It is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, published by the Project Management Institute (PMI®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Risk Response and Control (PMBOKÂ® Guide Fifth Edition)	Life is filled with uncertainties, and these uncertainties often affect our decisions and outcomes. Whenever decisions are made without prior knowledge or experience, there is always a chance of risk. When dealing with projects, it's the project manager's job to assess and control risks, avert or minimize their adverse effects, and capitalize on potential opportunities over the life of a project. This course covers the last two processes in the Project Risk Management Knowledge Area â€" Plan Risk Responses and Control Risks. Specifically, you will be introduced to strategies for handling both negative and positive risk, and how to control these risks. This course will also cover all the necessary project documents and plans that require updates as these processes are performed. This course will assist in preparing learners for the PMPÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Planning Project Procurement Management (PMBOKÂ® Guide Fifth Edition)	Projects routinely require materials, consultants, training, products, and equipment, along with many other types of goods and services. Project procurement is the process of purchasing products and services necessary to fulfill the objectives of a project. Procurements must be carefully planned and administered to ensure they do not cause a project to go over budget or fall behind schedule. In this course, learners will gain an understanding of what processes are involved in planning project procurement and how these processes interact with the overall project life cycle. Common tools and techniques for planning project procurement will be covered, including make-or-buy analysis. Learners will be introduced to the process of developing a procurement management plan and determining which procurement contract best suits the project's needs, which are both vital to ensuring a project manager is able to procure the products or services for project success. This course will assist in preparing learners for the PMPÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Managing Procurements (PMBOKÂ® Guide Fifth Edition)	Managing the procurement process can sometimes seem like a project all in itself, as it generally involves a number of detailed and time-consuming steps â€" from obtaining seller responses, selecting a seller and awarding the contract, to managing the procurement relationship. This is the second course in the Project Procurement Management Knowledge Area and covers three processes: Conduct Procurements, Control Procurements, and Close Procurements. Specifically, learners will be introduced to proposal evaluation techniques, procurement negotiations, and handling claims and disputes. The course will also cover the components of procurement documents and a contract file for controlling procurements, as well as techniques for closing procurements. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®. This course will assist in preparing learners for the PMPÂ® certification exam.
Project Stakeholder Management (PMBOKÂ® Guide Fifth Edition)	A project can be worthless if the right people aren't involved from the beginning. Project Stakeholder Management focuses on making sure that the right stakeholders are identified, that stakeholder requirements are captured and incorporated into the work of the project, and that appropriate stakeholders participate in relevant project activities. Successful project managers use project stakeholder management throughout the project life cycle to appropriately engage stakeholders, manage expectations, and ensure that the project gets what it needs from stakeholders, and stakeholders get what they need from the project. This course highlights the importance of project stakeholder management to project performance. Through interactive learning strategies and realistic scenarios, the learner will explore these concepts and gain a better understanding of the inputs to, the tools and techniques for, and the outputs of the Project Stakeholder Management processes. Specifically, learners will be introduced to the first two processes in the Project Stakeholder Management Knowledge Area â€" Identify Stakeholders and Plan Stakeholder Management. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition published by the Project Management Institute (PMIÂ®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMPÂ® certification exam. |n |n This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Managing and Controlling Stakeholder Engagement (PMBOKÂ® Guide Fifth Edition)	Stakeholders are critical to your project's success. However, if you don't engage stakeholders when it's most appropriate, and continue effective communication throughout the project life cycle, the value and expertise you require from them could be lost. Managing and controlling stakeholder engagement is more than just responding to queries or issues; it's about anticipating project requirements and making sure the stakeholder engagement plan continues to stay on track so that you have what you need, when you need it. |n |n This course covers managing and controlling stakeholder engagement in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to tools and techniques for managing stakeholder engagement such as push and pull communication methods. Learners will also learn how to control stakeholder engagement using information management systems, expert judgment, and meetings. This course provides a foundational knowledge base reflecting the most up-to-date project management information. It will enable learners to effectively put principles to work in their own organizations, and assist in preparing them for the PMPÂ® certification exam. |n |n This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Mentoring Project Management Professional (PMP) PMBOK Guide 5th	Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Writing for Business	Writing for Business
Broadening Your Learning Horizons	Broadening Your Learning Horizons
Talking Value with Your Customers	Talking Value with Your Customers
Dealing with Questions, Objections, and Resistance	Dealing with Questions, Objections, and Resistance
Educating and Collaborating with	Educating and Collaborating with Customers
Effective Cold Calling	Effective Cold Calling
Dealing with Negotiation Challenges	Dealing with Negotiation Challenges
Managing Implementation Problems	Managing Implementation Problems
Building Momentum in Discovery Meetings	Building Momentum in Discovery Meetings
Appealing to Prospects	Appealing to Prospects
Getting Your Head around Pipeline	Getting Your Head around Pipeline Management
Prompting Action through Focused Communication	Prompting Action through Focused Communication
Written Communication	Written Communication
Building Peer Relationships	Building Peer Relationships
Targeting Personal Learning	Targeting Personal Learning
Developing Organizational Agility	Developing Organizational Agility
Using Customer Knowledge to Advance	Using Customer Knowledge to Advance Sales
Making Contact: Access Strategies	Making Contact: Access Strategies
Turning Potential Customers into Allies	Turning Potential Customers into Allies
Negotiating with Your Customer	Negotiating with Your Customer
Preparing to Implement Solutions	Preparing to Implement Solutions
Prospecting Strategically	Prospecting Strategically
Final Exam: Business Grammar Basics	Final Exam: Business Grammar Basics
Final Exam: Business Writing Basics	Final Exam: Business Writing Basics
Final Exam: Interpersonal Communication	Final Exam: Interpersonal Communication
Final Exam: Listening Essentials	Final Exam: Listening Essentials
Final Exam: Accounting Fundamentals	Generally taken near the end of a program, Final Exam: Accounting Fundamentals enables the learner to test their knowledge in a testing environment.
Final Exam: Auditing Essentials	Final Exam: Auditing Essentials
Final Exam: Budgeting Essentials	Final Exam: Budgeting Essentials
Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
Final Exam: Six Sigma Black Belt (2007 BOK): Analyze	Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
Final Exam: Six Sigma Black Belt (2007 BOK): Control	Final Exam: Six Sigma Black Belt (2007 BOK): Control
Getting Time under Control	Getting Time under Control
Building Better Relationships through Understanding	Building Better Relationships through Understanding
Integrated Initiation and Planning (PMBOKÂ® Guide Fifth Edition)	Collaboration, coordination, and consolidation are terms to describe integration. Project Integration Management is the Knowledge Area that coordinates with various Process Groups to ensure that each project is managed in a unified and consolidated way. The intention is to have processes interact smoothly. In this course, learners will be given an overview of the Project Integration Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to Project Integration Management and its processes, the project charter, including the statement of work and business case. They'll also be introduced to the project management plan. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMPÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Controlling Changes and Closing a Project (PMBOKÂ® Guide Fifth Edition)	Change is inevitable. Environmental, technological, legislative, and economical changes can have an immeasurable impact on individuals and organizations. In addition to these changes, a project environment could see change requests for additional features and functions from stakeholders. As a project manager, you can mitigate risk by monitoring and controling changes to time, cost, scope, and product quality. Controlling change will also effectively assist in closing projects or phases by ensuring approved changes are implemented and signed off by stakeholders. This course will equip project managers with the tools and techniques to manage project change in an integrated fashion and to close out phases and projects so that all aspects are brought to a controlled close. The Project Integration Management Knowledge Area includes six processes, ranging from the creation of the project charter at the beginning of a project through to the close of a project or phase. This course covers the inputs, tools and techniques, and outputs of the fifth and sixth processes: Perform Integrated Change Control and Close Project or Phase. Through interactive learning strategies and realistic scenarios, you will explore these concepts and gain a better understanding of project integration processes in action. This course will assist in preparing learners for the PMPÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.

Title	Description
Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	Project-based operations have become the norm in today's business world. In essence, almost every work effort is a project, from constructing a new building to designing and delivering a new information management system. As projects become the primary method for getting things done and effecting organizational change, it is crucial to choose a good and proven method for managing projects. However, projects cannot be properly managed in a silo. Every aspect of project management is affected by the organization, the social environment, the project's stakeholders, both internal and external, and many other aspects of the context in which the project is carried out. Understanding this context is critical to good planning and good decision making as the project progresses toward achieving its objectives. This course provides an overview of the project management discipline as outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition published by the Project Management Institute (PMI®). Specifically, it introduces the characteristics of a project, the responsibilities that accompany project management, and the differences between portfolios, programs, and projects. The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes. It will also cover the project stakeholders and the organizational influences on a project. This course provides a foundational knowledge base reflecting the most up‑to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide - Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Project Management Overview (PMBOK® Guide Fifth Edition)	Every project is different. Some are small and straight forward. Others are large and complex. Most are somewhere in the middle. Even though every project is unique, they all have certain attributes in common. Every project has a similar life cycle, starting with an idea, progressing through development, and culminating in the delivery of a finished product or service. A product has a life cycle of its own which is tied into â€" yet distinct from â€" the life cycle of the project. All projects have similar overall phases, such as the start up phase, the planning and design phase, the production phase, and the closing phase. That is all straightforward, but how do a project's phases relate to the stages of its life cycle? Do the natural phases of a project affect the way it is managed? And what types of project management processes should be applied to the specific phases? These are all fundamental questions project managers ask. This course answers these questions and more. It is designed to give project managers and project team members a solid understanding about the nature of projects, how they are structured, and how the structures affect the way they are managed. Specifically, it introduces the concepts of project life cycle, product life cycle, project phases, and project management Process Groups. It provides an in depth look at how the project management phases interact with each other and with the elements of the project life cycle. The course illustrates these concepts through many examples of small and large projects. Learners will also be introduced to the fundamental source of information for project management professionals: the Project Management Institute (PMI®) and A Guide to the Project Management Body of Knowledge (PMBOK® Guide) â€" Fifth Edition published by PMI®. The course will identify key project management concepts and terms, explore the PMBOK® Guide, and the project management Knowledge Areas. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMP® certification exam. This course is aligned with the PMBOK® Guide - Fifth Edition, published by PMI® Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Project Management Process Groups (PMBOK® Guide Fifth Edition)	Processes: a set of interrelated actions and activities performed to achieve a specified set of products, results, or services. Good processes, meaning those based on sound principles and proven practices, are a project manager's best friends. Following a set of established processes minimizes confusion and uncertainty for the project manager and all project stakeholders. It ensures the effective progress of the project from initiation through to close-out. In this course, learners will be given an overview of the project management Process Groups as defined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) â€" Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the following project management Process Groups: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. Learners will also discover how the Process Groups interact with the ten Knowledge Areas: Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Stakeholder Management, and Project Procurement Management. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing learners for the PMP® certification exam. This course is aligned with the PMBOK® Guide â€" Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	In order for projects to be successful, a project manager must use planning techniques that define project objectives in sufficient detail. Projects can quickly get out of control if the project plans aren't detailed. A project's work breakdown structure (WBS) provides the foundation for defining work as it relates to the project objectives and breaking it down to an adequate level of detail. The WBS also provides a structure for managing the work to completion. This course will highlight the importance of the WBS and how it relates to the overall success of a project. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project management processes related to creating and verifying a WBS. This course will cover the project inputs, tools and techniques, and outputs of the Create WBS process, the fourth process in the Project Scope Management Knowledge Area. This course will assist in preparing learners for the PMP® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, published by the Project Management Institute (PMI®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Getting Organized to Meet Your Sales Goals	Getting Organized to Meet Your Sales Goals
Get it Together: Organizing Your Sales	Get it Together: Organizing Your Sales Approach
Presentations That Get People Talking	Presentations That Get People Talking
The Proof Is in the Proposal	The Proof Is in the Proposal
Communicating Your Company's Value	Communicating Your Company's Value
Turning Obstacles into Opportunities	Turning Obstacles into Opportunities
Connecting Customers and Solutions	Connecting Customers and Solutions
Mentoring 77-418 Word 2013	Mentoring 77-418 Word 2013
Creating Workbooks, Worksheets, and Data in Excel 2013	Excel 2013 allows you to create worksheets and workbooks to manage and manipulate data easily. You can cut, copy, and paste data. You can also navigate within data cells, and worksheets. Not only can you manage the data at this level, you can group, color-code, and organize the worksheets within the workbook. This course will cover creating and opening workbooks, moving around in Excel 2013, moving data, and organizing worksheets. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Saving and Printing Data in Excel 2013	Excel 2013 makes it easy to save and print workbooks and worksheets. When you create an Excel workbook, you will most likely want to save it, and in many instances, print it as a hard copy or share with someone else. You can save in various formats since Excel 2013 supports many file types. This course covers saving data, and preparing for printing including setting print options, page setup, print titles, headers and footers, and row and column headings. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013
Formatting Cells and Worksheets in Excel 2013	Excel 2013 provides a number of tools and features that allow you to visually enhance the appearance of worksheets and workbooks. Data and cells can be manipulated and customized using various positioning and formatting features. This course explores formatting cells and text, using tools such as the Format Painter. It shows how to change the way text is presented to make it more visually appealing, including formatting fonts, and applying borders and fills. This course also covers aligning and orienting data, and merging and splitting cells. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Formatting Data in Excel 2013	Excel 2013 provides a number of tools and features that allow you to visually enhance the appearance of data, automatically fill data, and create hyperlinks to various places. This course covers formatting numbers in currency, date, and percentage formats. It also covers ways of automatically filling data through Auto Fill and Flash Fill. Finally, this course covers creating hyperlinks to a website, another place in the workbook, a new document, and e-mail. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Presenting Data using Conditional Formatting and Sparklines in Excel 2013	Excel 2013 provides tools that enable you to efficiently present your data and that can also make your data easier to understand. Conditional formatting allows you to highlight trends and exceptions in cells or ranges of cells by presenting the identified data in a number of unique ways to make it stand out. Sparklines are small charts within a cell that provide a visual representation of data and can be used to show trends in an appealing manner. This course covers applying conditional formatting, creating custom rules, and creating basic and advanced sparklines. |n |n This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013
Performing Calculations Using Functions in Excel 2013	Excel 2013 provides you with the tools that allow you to perform calculations on your workbook data. Being able to use formulas to do complicated calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. This course introduces the basic concepts and terminology associated with formulas and functions. It also covers various ways of referring to cells and cell ranges and demonstrates how to use basic functions including logical and IF-type functions. |n |n This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Presenting Data in Tables and Charts in Excel 2013	Using the tables and charts features in Excel 2013, you can create attractive and well-organized representations of worksheet and workbook data. Both tables and charts can be easily inserted and customized. This course demonstrates how to effectively use and customize tables and charts in Excel 2013; it explores available table styles and chart types and the best use of each type. And the course shows how to change the different elements of a table or chart to provide an effective visualization of your data. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Working with e-mail in Outlook 2013	Outlook 2013 is the latest release of Microsoftâ€™s primary messaging client. Outlook provides all of the tools necessary for managing e-mail, scheduling tasks, and communication. This course addresses the basic features and functionality of Outlook 2013 - how to navigate Outlook 2013, view and reply to incoming e-mails and create new mail messages.
Managing E-mail in Outlook 2013	This course discusses working with attachments and adding signatures to your messages in Outlook 2013 . Managing your email by sorting, filter, printing and deleting messages is also covered. This course also covers ways to personalize your inbox in Outlook 2013, such as changing message preview settings, and adjusting the reading pane and people pane.
Working with Contacts in Outlook 2013	By taking the time to create contacts in Outlook 2013, you can save yourself from having to type out full e-mail addresses every time you send a message, assign a task or send out meeting requests. You can further arrange contacts by creating contact groups that allow you to e-mail multiple contacts at once by only typing the group name. This course covers the multiple ways that contacts and contact groups can be created, and covers how to manage contact information within the People folder in Outlook 2013. It also covers how to integrate contact information from a social network with Outlook 2013.
Scheduling with Appointments, Events, and Tasks in Outlook 2013	The Outlook 2013 Calendar allows you to create appointments and events, as well as schedule meetings. The Calendar is fully integrated with the other components of Microsoft Outlook 2013 allowing you to easily incorporate your contacts and e-mail functionality with the Calendar. This course introduces the major components of the Calendar and discusses how to create appointments and events. Microsoft Outlook 2013 also provides the Tasks feature to help keep you organized and to assist you with the various tasks that you need to process on a daily basis. This course demonstrates how to create tasks in Outlook 2013 to help you to manage your time and stay organized.
Working with Meetings in Outlook 2013	The Outlook 2013 Calendar allows you to schedule meetings in addition to creating appointments and events. This course shows how to schedule meetings with other Outlook users. It also demonstrates the available options when replying to meeting requests and managing meeting requests in Outlook 2013.
Microsoft Internet Explorer 9: Browsing and Managing Web Pages	Microsoft Internet Explorer 9 (IE9) is the latest version of Microsoftâ€™s web browser. Enhancements in IE9 include a simplified interface with ease-of-use features such as tab pages for accessing and browsing frequently used sites. Integration with Windows provides functions such as the ability to pin frequently used sites to the desktop. Searching is now integrated into the Address Bar and IE9 also includes a number of new security and privacy features such as tracking protection to block content from unknown web sites. This course introduces users to the basic features of Internet Explorer 9. This includes functions such as browsing and navigating, printing and saving web pages, accessing recently visited web sites, using tabbed browsing, and managing favorite web sites.
Microsoft Internet Explorer 9: Searching and Subscribing to Web Content	Microsoft Internet Explorer 9 (IE9) is the latest version of Microsoft's web browser. Enhancements in IE9 include a simplified interface with ease-of-use features such as tab pages for accessing and browsing frequently used sites. Integration with Windows provides functions such as the ability to pin frequently used sites to the desktop. Searching is now integrated into the Address Bar and IE9 also includes a number of new security and privacy features such as tracking protection to block content from unknown web sites. This course introduces users to search functionality in IE9. The course also covers the use of accelerators to perform tasks such as mapping a street address from within a web page, and the course shows how to subscribe to web feeds and web slices to receive updated content automatically from web sites.
Microsoft Internet Explorer 9: Customization and Security	Microsoft Internet Explorer 9 (IE9) is the latest version of Microsoft's web browser. Enhancements in IE9 include a simplified interface with ease-of-use features such as tab pages for accessing and browsing frequently used sites. Integration with Windows provides functions such as the ability to pin frequently used sites to the desktop. Searching is now integrated into the Address Bar and IE9 also includes a number of new security and privacy features such as tracking protection to block content from unknown web sites. |n |n This course shows users how to customize the UI by adding or removing toolbars and introduces users to other personalization options in IE9. It covers privacy features such as InPrivate browsing, pop-up blocking, tracking protection, and ActiveX filtering. It also covers security features such as the SmartScreen filter and shows users how to download files securely. Finally, it provides information on Help features and on resolving basic performance issues with features such as Compatibility view, Performance Advisor, and reset options.
Windows 8: New Features and Common Tasks	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version represents a significant upgrade, incorporating a completely new tablet-style user interface. For those who prefer to work in the more conventional Windows desktop interface, it will be still available as an app. Other upgrades include the Ribbon element that users of the Office applications will be familiar with, now applied to Internet Explorer 10. |n |n This course will introduce learners to key new features of Windows 8 and also demonstrate how to interact with the new UI using either mouse and keyboard or a touch screen device. Other topics covered include navigating the new UI and performing common tasks.
Files and Connectivity in Windows 8	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version represents a significant upgrade which incorporates a default Windows 8 tablet style interface. The Windows desktop will be still available, but with a number of upgrades including changes to File Explorer and how mobile connections are handled. This course will introduce learners to the different ways they can manage files and folders in Windows 8 using the improved File Explorer tool as well as how to manage network connections.

Personalizing Windows 8	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version represents a significant upgrade which incorporates a default Windows 8 tablet style interface. The more conventional Windows desktop will be still available which is quite like Windows 7 but with a number of upgrades. This course will introduce learners to the various ways they can configure and personalize the user experience in Windows 8. Specific topics include using Control Panel and PC Settings to configure options, using accessibility options in Windows 8, and customizing the desktop, Lock Screen, and Start Screen.
Working with Apps in Windows 8	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version incorporates a default Windows 8 tablet-style interface and represents a significant upgrade from previous versions of Windows. The more conventional Windows 7 style desktop is still available as part of Windows 8, but with a number of upgrades. This course will introduce learners to the various ways they can use and manage apps in Windows 8. Specific topics include how to arrange apps and desktop applications on the screen, using Task Manager and the Windows Store, integrating Windows accounts, and using integrated apps.
Internet Explorer 10, File Sharing, and Recovery in Windows 8	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version represents a significant upgrade which incorporates a default Windows 8 tablet interface. The more conventional Windows desktop will be still available which is quite like Windows 7 but with a number of upgrades. This course will introduce learners to how to use the new Internet Explorer 10 as well as the Desktop version, along with sharing files, and managing various backup and recovery options in Windows 8. Specific topics covered include Windows 8 and Internet Explorer 10, sharing files and folders, and exploring the various storage and recovery options available to Windows 8 users.
Managing Hardware and Advanced Options in Windows 8	Microsoft Windows 8 is the latest version of the Microsoft Windows PC desktop operating system. This version represents a significant upgrade, which incorporates a default Windows 8 tablet style interface. The more conventional Windows desktop will be still available, which is quite like Windows 7 but with a number of upgrades. This course will introduce learners to the various ways they can configure hardware and advanced options as well as exploring some of the security features of Windows 8. Specific topics covered include printers, monitors and devices, advanced features, security features included in Windows 8, and managing network connections in Windows 8.
Indoor Hoisting and Rigging	This course is designed to educate the worker on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to specify general safety issues of cranes, hoisting, and rigging; define the purpose of the crane safety program; describe general inspection practices; describe testing practices; describe basic load handling considerations; specify operator responsibilities; and recognize standard hand signals.
Computer Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an Ergonomics Program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers required to work in computer/data entry environments. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to: define terms related to the study of ergonomics, recognize signs and symptoms of injury to the muscles and skeleton and the importance of early reporting, identify risk factors for injury to the muscles and skeleton, and specify controls and work practices to reduce and/or eliminate risk factors for injury to the muscles and skeleton.
Workplace Safety Orientation	This course will provide an awareness level orientation of basic industrial safety fundamentals. It was designed to provide an overview of some of the basic concepts and techniques used in modern industry to protect workers. It also describes the purpose of the following safety programs: Hazard Communication, Bloodborne Pathogen Safety, Lockout/Tagout, Confined Space Entry, Emergency Response, Respiratory Protection, Personal Protective Equipment, and Hearing Conservation. |n |n The content in this course is designed to comply with the intent of the applicable regulatory requirements. In addition to recognizing the purpose of the above mentioned safety programs, learner objectives are to specify the role of the Occupational Safety and Health Administration, identify basic rules of safety and general employee protective measures, and identify common hazards found in the workplace.
PPE: Eye and Face Protection	This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your eyes and face. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: recall general OSHA requirements related to personal protective equipment, choose the appropriate eye and face protection to guard against workplace hazards, and describe how to inspect and maintain eye and face protection.
Personal Protective Equipment: Head Protection	This course will help acquaint you with the various types of PPE specifically designed to protect your head. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall general OSHA requirements, choose the appropriate head protection to guard against workplace hazards, and describe how to inspect and maintain head protection.
PPE: Hand Protection	Personal protective equipment (PPE) is designed to protect you from serious workplace injuries or illnesses resulting from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards. This 30-minute course will help acquaint you with the various types of PPE specifically designed to protect your hands. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe OSHA requirements related to personal protective equipment, choose the appropriate hand protection to guard against specific workplace hazards, and recall general hand protection usage and maintenance guidelines.
Behavior-based Safety for Supervisors	This course is intended to provide supervisors with an overview of the concepts of behavior-based safety. This training will aid those supervisors who have not used these techniques in their day-to-day duties and responsibilities in the past. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives for this course are to: define behavior and identify the scope and purpose of a behavior safety program, distinguish the roles and responsibilities of the supervisor and the employee, identify factors that cause incidents (environmental versus personal factors), identify the influences on behavior, determine how to effectively observe behavior, identify behavior reinforcement concepts, specify ways to motivate employees and address the human factor, recognize the importance of attitude and how it affects safety on the job, and describe transactional analysis.
First Aid: Automated External Defibrillator	The primary focus of this course is the proper use of the Automated External Defibrillator (AED). Use of the AED also includes the correct application of the ABCâ€™s of basic life support and basic CRP techniques, which will also be reviewed in this training. Note: This training should not be used as the primary basis for any AED or CPR certification. It is intended to provide the learner with knowledge-based training only and should be accompanied with a performance-based component provided by a qualified instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
First Aid: CPR	Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart. This course will focus on the ABCs of basic life support: maintaining an open airway, restoring breathing, and restoring circulation. Note: this training should not be used as the primary basis for any CPR certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified CPR instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives are to recall basic life support techniques used to open a victim's airway, recall basic life support techniques used to restore and maintain breathing, and recall basic life support techniques used to restore and maintain circulation.
First Aid: Medical Emergencies	Medical emergencies can occur at any time but may be hidden because of injuries suffered in an accident, or an accident may trigger a medical emergency such as a heart attack, stroke, or seizure. This training will focus on the signs and symptoms of specific medical emergencies and their treatment. Being trained in first aid could mean the difference between life and death. Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives are to describe how to respond appropriately to a medical emergency, and recall the signs, symptoms, and first aid treatment of the following medical emergencies: choking, poisoning, heart attacks, respiratory distress, strokes, seizures, and diabetic shock.
Flagging Safety	Traffic control is a critical aspect of worker and driver safety on road construction projects. Flaggers need to be knowledgeable about the standards and guidelines established by the Federal Highway Administration's Manual on Uniform Traffic Control Devices. These include general guidelines for flagging, appropriate clothing requirements, and the standards for the signs, barriers and lights, and other devices used in your work. You also need to know where to position yourself for optimum safety, how to judge traffic speed and congestion, and regulate traffic accordingly.
Safe Vehicle Backing	Backing a vehicle can be the most hazardous driving you do all day. Backing accidents are extremely common â€" one in four accidents involves backing. As a responsible driver it is important to choose the safest method to back your vehicle and to understand that your choices impact others. In this course, you will learn about the impacts of backing accidents, their common causes, and how to minimize risks of collision when backing vehicles, including company trucks or delivery vans.
Safety Data Sheets	This course is designed to provide both workers and supervisors with a better understanding of how to interpret a safety data sheet (SDS), as well as address specific requirements associated with SDSs in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize the physical states in which chemicals are commonly found, identify chemical routes of entry into the body, identify the purpose of an SDS and describe the most common information found on a typical SDS, define common abbreviations used on an SDS, locate and interpret specific information found on an SDS, and specify control measures to prevent worker exposures to hazardous chemicals.
OSHA 300 Recordkeeping	This course covers OSHA's revised recordkeeping requirements, the new recordkeeping forms, and offers a number of opportunities for you to practice classifying a case's recordability. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |n |n Learner objectives are to identify forms and information required for OSHA 300 recordkeeping; describe measures that can be taken to protect employee privacy; distinguish between recordable and nonrecordable cases; recognize recording criteria unique to OSHA 300 recordkeeping; and describe OSHA 300 recordkeeping log summary, posting, and maintenance requirements.
Construction Safety Orientation	Construction Safety Orientation
Spill Prevention and Control	Spill Prevention and Control
Spill Prevention, Control, and Countermeasure Plan	Spill Prevention, Control, and Countermeasure Plan
Storm Water Pollution Prevention	This one-hour course describes the nature and occurrence of storm water pollution, its environmental effects, and ways to address this important water quality problem. Rainwater that enters a surface water body, by flowing either overland or through a storm sewer system, is called storm water or storm water runoff. Storm water runoff is one of the leading causes of pollution in rivers and lakes. Identifying sources of storm water pollution and keeping them from coming in contact with runoff is the best and most economical way to protect the quality of the nation's waters. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe common storm water pollutants, identify categories covered under National Pollutant Discharge Elimination, and discuss methods of preventing storm water pollution. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Electrical Safety	Electrical Safety
Defensive Driving Fundamentals	Defensive Driving Fundamentals
Distracted Driving	Distracted Driving
CompTIA A+ 220-801: BIOS and Motherboards	The CompTIA A+ 220-801 examination measures necessary competencies for an entry-level IT professional. Successful candidates will have the knowledge required to assemble components based on customer requirements, install, configure and maintain devices, PCs and software for end users, understand the basics of networking and security/forensics, properly and safely diagnose, resolve and document common hardware and software issues while applying troubleshooting skills. Successful candidates will also provide appropriate customer support; understand the basics of virtualization, desktop imaging, and deployment. This course focuses on two fundamental hardware components of PCs, the BIOS and Motherboards. It will introduce the learner to BIOS, including how to configure BIOS, monitor system devices and flash BIOS. The course also covers motherboards, including the various form factors of motherboards, slots and sockets, as well as RAM, motherboard connections, and components. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices	This course focuses on system-level computer components memory, expansion cards and storage devices. It will introduce the learner to the various types of memory and their characteristics and expansion card characteristics and types. The course also covers types of storage, hard disk drives, and the various types of media and external storage. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: CPUs, Connections, and Power Supplies	This course focuses on the core component of every computer, CPUs, including the types and characteristics of CPUs, CPU socket form factors and considerations, and how to keep CPUs cool during normal operation. This course will also cover other important facets of computing such as connection speeds, wireless connections, and power supplies. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals	This course focuses on common custom system configurations, such as graphic, video and audio workstations and virtualization workstations, as well as common home-based configurations for gaming and home theaters. It also considers common network clients and servers. Finally the course discusses display types and common peripherals and their connectors. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols	In order for devices to be part of a network, each must make use of a cabling medium (if wired), cable connectors and have at least one unique address, most commonly an IP address. This course examines the components and communication mechanisms such as cables, connectors, ports and protocols used to allow computers and networks to communicate with one another and share information. It also deals with the properties and characteristics of TCP/IP, the details of IP addressing including the different types of addresses, how they are assigned and the different classes. It also explains common TCP and UDP ports and protocols. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Networking Technologies	This course examines wired and wireless technologies, encryption techniques, small office implementations and Internet connections. It introduces the learner to the various types of wireless standards and ways in which to implement a small office/home office router. This course also covers the various ways of connecting to the Internet and the types of network and topologies commonly in use today. This course prepares the learner for CompTIA A+ exam 220-801.

Course	Description
CompTIA A+ 220-801: Networking Devices and Tools	A variety of devices are used in a network depending on the design requirements. Some devices, such as routers and switches, will be found on almost every network, while other devices, such as wireless access points and VoIP phones, are more specialized and will only be present if the needs of the network require them. This course describes a variety of network devices as well as the networking tools used to implement and facilitate testing of the medium which connects them. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Laptops	Modern laptops have all the performance and capabilities of a desktop PC, but in a highly portable form. A laptop integrates the typical desktop computer components such as a display, keyboard, touchpad and speakers into a single, portable package. This course covers the components, expansion options, displays, and features of laptop computers. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Printers	Printers come in a number of types based on the print process that they use, and are capable of carrying out print jobs locally or over a network. This course discusses the most common types of printers and how to support them. The various features and attributes of printers are presented as well as how to install a local or network printer as well as how to share a printer over the network. Finally this course discusses general printer maintenance. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-801: Operational Procedures	This course focuses on the important operational procedures that every IT professional should adopt, such as common safety procedures, environmental procedures, and how to plan for, and mitigate the risks of power interruption. It then goes on to discuss the important role that professionalism plays in being an IT professional, including communication and prohibited content and activity. This course prepares the learner for CompTIA A+ exam 220-801.
CompTIA A+ 220-802: Introducing Microsoft Windows	This course focuses on the Microsoft Windows Operating System, including Windows versions (Windows 2000, XP, Vista and Windows 7) and the differences between 32 and 64 bit versions, common Windows features such Windows Aero, Gadgets, and User Account Control (UAC). Finally the course discusses Windows tools, including Windows Firewall, Windows Defender, and Windows Security Center. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: Installing and Configuring Windows	This course focuses on installing and configuring the Microsoft Windows operating systems, covering the types of installations and configuration options available. It also covers Windows administration features including using the command line (CMD), and managing Windows by working with administrative tools and system utilities. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: Optimizing Windows	This course focuses on optimizing the Microsoft Windows operating system using disk management tools and common Windows utilities like MSCONFIG, || w task manager, data migration tools, and DXDIAG. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: Managing Windows	This course focuses on working with Windows, including using common Control Panel features, and the basics of networking. It then goes on to cover common Windows maintenance tasks, setting up security for Windows networking, and virtualization, the practice of running an operating system within an operating system. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: Security and Data Disposal	This course focuses on information security, including physical security for computer environments. Beginning with security threats, it will cover physical security, and security best practices. It will then cover data destruction and securing networks, including wired and wireless networks. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: Mobile Devices	This course focuses on working with mobile devices, including laptops and tablets, Android and iOS operating systems, connecting with mobile devices, working with e-mail, and implementing wireless security. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: System Troubleshooting	This course focuses on troubleshooting common problems, including the methodology behind troubleshooting computer problems, how to troubleshoot the most common motherboard and RAM problems, and how to troubleshoot operating system problems like failure to boot, spontaneous shutdown, and the blue screen of death (BSOD). The course also covers how to troubleshoot common hardware problems relating to CPUs, power supplies, hard disk drives and RAID. This course prepares the learner for CompTIA A+ exam 220-802.
CompTIA A+ 220-802: General Troubleshooting	This course focuses on general troubleshooting when working with PCs, including the common tools used for troubleshooting, how to troubleshoot networks, and how to troubleshoot security-related issues. This course also deals with troubleshooting common hardware and software problems when working with video, laptops, and printers. This course prepares the learner for CompTIA A+ exam 220-802.
TestPrep Certified Information Security Manager (CISM)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft SQL Server 2012: Creating Database Objects	SQL Server 2012 is a robust database system that provides a number of database objects used to store and view data. In order to configure a SQL Server 2012 database to meet business requirements, administrators and developers must fully understand how to design, create, and configure these database objects. These objects include tables for storing data in the database, views to allow access to the data within specific tables, and indexes to optimize the performance of the database for data retrieval. This course identifies each of these database objects and demonstrates the steps required to create them using Transact-SQL statements. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Querying Basics and Modifying Data	SQL Server 2012 includes the SQL Server Management Studio which allows access to SQL Server databases and enables you to access SQL Server database data. This data can be retrieved and modified through the use of Transact-SQL within the Query Edit window of the Management Studio tool. Using Transact-SQL you can select data from a databaseâ€™s tables and filter the results to include only the data that you require. Transact-SQL statements also allow you to update, change, and remove data from tables. This course identifies the basic Transact-SQL statements that can be used to retrieve and modify data within SQL Server databases,which includes the DML statements SELECT, INSERT, UPDATE, DELETE, and MERGE. This course also demonstrates how to use joins in queries in combine data from multiple tables and how to use subqueries. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions	Microsoft SQL Server 2012 Transact-SQL offers advanced query techniques, such as built-in aggregate, analytic, scalar, and ranking functions, as well as common table expressions, orCTEs and derived tables to manipulate the result set for a query. To manipulate the result sets and generate summarization information, such as totals, the CUBE, GROUPING SETS, and ROLLUP operators can be used with the GROUP BY statement. The UNION, INTERSECT, and EXCEPT operators can be used to combined the result set of multiple queries. SQL Server 2012 also offers the use of CTEs and derived tables to obtain a result set, temporarily store it, and then pass it to a query to return another result set based on that information. This course demonstrates how to perform advanced query techniques to manipulate data using the SQL Server 2012 built-in functions, operators, and table expressions. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Creating Functions and Triggers	In SQL Server 2012 you can use Transact-SQL statements to access data in the databases. Transact-SQL statements can be grouped together in a number of ways to create more complex queries when one Transact-SQL statement will not retrieve the desired results. You can group Transact-SQL statements by creating programming objects within a database. These programming objects can include user-defined functions and DML triggers. When creating programming objects Transact-SQL provides control-of-flow keywords to ensure transaction are completed in a specific sequence and transaction are completed accordingly without errors. This course demonstrates how to use the control-of-flow language keywords, transaction modes, and how to create user-defined functions, including table-valued functions and DML triggers. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries	SQL Server 2012 allows programming objects to be created to group multiple statements together. These objects work with data in the databases. One type of programming object is the stored procedure. Stored procedures can help reduce network traffic between clients and servers by enabling more than one statement to be set to the server at a time. They do this by executing statements as batches. They also provide greater security. Within stored procedures and other programming objects such as functions and triggers, error handling can be implemented to enable errors to be caught and corrected or returned to the user. Cursors and synonyms can also be used in SQL Server 2012. During user interactions with the database resource SQL Server implements certain mechanisms to ensure the integrity of the database, which includes concurrency control and locking. This course demonstrates how to create stored procedures, cursors, and synonyms, as well as how to implement error handling. It also discusses how to view and read execution plans, create plan guides and how concurrency control is handled in SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Managing XML Data	XML has been integrated into SQL Server 2012 so that XML data can be stored within databases using the xml data type. SQL Server 2012 also allows for relational data already stored in a database to be changed to XML, and for data to be loaded as XML using various methods. You can query this data using the XQuery language within the XML data type methods. SQL Server 2012 also provides support for using FOR XML to extract relational data from a database in XML format and the use of OPENXML to generate relational views from XML. This course demonstrates how to use the xml data type, XML schema collations, and how to load XML data and how to create XML indexes. It also explores how to retrieve data using FOR XML, process XML data using OPENXML, and how to query data using the XQuery language. This course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-461: Microsoft SQL Server 2012: Querying. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Mentoring 70-461 Querying Microsoft SQL Server 2012	Mentoring 70-461 Querying Microsoft SQL Server 2012
Microsoft SQL Server 2012: Installation and Upgrade	SQL Server 2012 is a comprehensive database platform, consisting of components and management tools such as SQL Server Management Studio, the SQL Server Database Engine, Integration Services, Analyzes Services, and Reporting Services. These tools allow administrators and developers to build and maintain software solutions, and perform required functions in a server environment. This course identifies SQL Server 2012 components and management tools, and outlines the requirements for installing SQL Server 2012, including the hardware, software, and security requirements. The steps required to complete a fresh installation of a SQL Server 2012 and how to upgrade a SQL Server instance are also explored. The course also addresses how to move database from an instance of SQL Server to SQL Server 2012 for a migration detach and attach methods and the Copy Database wizard. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft SQL Server 2012: Instance Configuration and Database Creation	SQL Server 2012's core component is its Database Engine instance, which provides storage, processing, and security for enterprise data through its controlled access and rapid transaction processing. SQL Server 2012 also provides additional features and components to manage and view data, these include Analysis Services and Reporting Services.SQL Server 2012 provides tools to manage the features and components which includes Server Management Studioâ€™s graphical user tool which allows administrators and developers to create and configure instances and databases on an enterprise level, SQL Server Configuration Manager for managing SQL Server services and protocols, and Reporting Services Configuration Manager to configure Reporting Services. This course demonstrates how to add additional features and components to an installation of SQL Server 2012, how to configure and manage an instance, and how to configure Reporting Services. This course also discusses the database architecture and how to create and configure a database. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Managing Databases and Automating Tasks	Database maintenance is an ongoing task for SQL Server 2012 administrators. This requires the integrity of the database to be checked, the database size to be kept to a minimum by ensuring the files are the correct sizes, and maintenance tasks to be run regularly. SQL Server 2012 Transact-SQL provides DBCC, which is a command that provides statements to maintain the database and database files. An administrator can also create jobs using SQL Server Agent to automate administrative tasks in the SQL Server Database Engine and throughout the enterprise by having the jobs run on multiple SQL Server servers throughout the enterprise using a master server. SQL Server 2012 provides the Database Mail feature which allows e-mails to be sent from SQL Server to users through applications. These e-mails can be anything from alerts to query results and files from any network resource using SMTP. This course demonstrates how to confirm the integrity of a database and manage the size of the database files. It also demonstrates how to configure Database Mail and SQL Server Agent jobs for a single server and for multiple servers. This course also discusses the database architecture and how to create and configure a database. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Security Management	Microsoft SQL Server 2012 provides enhanced security features to ensure that each instance is secure. Using SQL Server 2012 security features, administrators can guarantee that access to a SQL Server instance is granted only to specified users, using either Windows Authentication or Mixed Mode Authentication by creating logins and then mapping the logins to the databases within the instance. Administrators also have the ability to encrypt a SQL Server instance using transparent data encryption (TDE) and to encrypt the data within a database using encryption certificates and asymmetric and symmetric keys. SQL Server 2012 also provides an auditing feature to audit the instance using server-level and database-level events, which can then be reviewed in log files. Policy-based management is another feature which provides administrators the means to specify policies throughout the SQL Server instance that objects need to adhere too to keep the database security and running efficiently. This course demonstrates how to create SQL Server logins, database users, schemas, roles, and how to grant permissions. It also addresses how to use encryption to protect a database and database data, as well as how to use the SQL Server Auditing feature and Policy-Based Management. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Managing Database Data	SQL Server 2012 provides various features and utilities to manage data stored in the databases within a SQL Server instance. This includes support for storing large unstructured data, such as files and documents within or outside the database. The ability to store large data is supported through the FILESTREAM database feature. This enables large unstructured data to be store outside the database on the file system by providing integration between the file system and SQL Server. FileTables is another database feature that allows large data to be store within tables, but accessed from the file system. SQL Server also provides data compression at the row and page level to compress data that is stored within a database which can help reduce its size. Bulk exporting and importing of data is another feature supported by SQL Server 2012 to allow data to be moved from outside sources into SQL Server or out of SQL Server to outside source or other SQL Server databases. This course provides an overview of the FILESTREAM and FileTable features, including how to enable and use them within a SQL Server 2012 database. It also covers data compression and how to use the bcp utility, BULK INSERT, and OPENROWSET(BULK) function to import and export data. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.

Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions	SQL Server 2012 provides features to allow administrators to ensure that data is accessed efficiently, this includes the use of indexes, table and index partitions, and full-text search. Indexes in SQL Server 2012 database allow data to be accessed quickly using keys that are stored in a B-tree structure. Indexes need to be created and managed to ensure for the best database performance. SQL Server 2008 provides table and index partitioning to allow data to be stored across multiple filegroups within a database. This makes tables and indexes that contain large amounts of data more manageable. Partitions in the database may need to be split to allow for more data to be stored, or data from one partition may need to be moved to another partition. SQL Server's full-text search component can be implemented to ensure that specific data is returned based on search words and phrases. This course demonstrations how to create and manage indexes, table and index partitions, and how to configure and use the full-text search component in SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Backing Up and Restoring Databases	Enterprises use databases to store their most critical data. To protect and ensure the data's availability, database administrators need to establish a solid backup and restoration plan. Such plans are used to protect data in the event of a disaster by allowing complete sets of duplicate data to be restored in a timely fashion. There are multiple types of backups that can be taken to ensure data can be recovered, including to the point of failure or a point-in-time recovery. This course demonstrates how to perform backup and recovery operations.This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Database Monitoring and Performance Tuning	To keep SQL Server 2012 databases running as efficiently as possible, there are a variety of performance tuning and monitoring tools. The SQL Server Profiler enables you to use trace files and logs to analyze a database's performance. You can also use the Windows System Monitor to monitor SQL Server 2012 using counters, which monitor specific aspects of the server for performance issues. SQL Server 2012 includes the Activity Monitor, which provides an overview of the system's performance in real-time. SQL Server 2012 provides a the Resource Governor, which allocates specific resources to specific sessions, and a data collector, which collects specific data and stores it in a management data warehouse. Extended Events can be used to monitor performance information based on events that occur in the instance using sessions. In SQL Server 2012, concurrency issues may arise that require you to intervene by detecting the locking issue and possibly terminating a process that could be blocking a session from performing its task. Concurrency issues can arise when multiple users are trying to access the same data in a database. This course demonstrates how to use SQL Server Profiler, System Monitor, Activity Monitor, Extended Events, and the data collector to monitor and tune the performance of the database. It also addresses how to detect and resolve locks. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Microsoft SQL Server 2012: Configuring High Availability	SQL Server 2012 provides several key features that improve the availability of servers and databases so that downtime for users is minimized. These solutions include AlwaysOn Failover Clustering, AlwaysOn Availability Groups, database mirroring, and Replication. These reliability features help administrators maintain multiple sets of data that help ensure that critical systems remain accessible, and can be fully recovered in the event of a disaster. This course addresses how to configure SQL Server 2012's AlwaysOn features, database mirroring, and replication to ensure that SQL Server 20012 environments are available to users at all times by providing a high-availability and complete disaster-recovery solution. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-462: Administering Microsoft SQL Server 2012 Databases. This exam is one of the requirements for the Microsoft Certified Solutions Associated (MCSA): SQL Server 2012 certification.
Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases	Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
Mentoring 70-410 Installing and Configuring Windows Server 2012	Mentoring 70-410 Installing and Configuring Windows Server 2012
Mentoring 70-411 Administering Windows Server 2012	Mentoring 70-411 Administering Windows Server 2012
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services	Mentoring 70-412 Configuring Advanced Windows Server 2012 Services
Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3	Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 1Z0-804 Java SE 7 Programmer II	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 1Z0-804 Java SE 7 Programmer II	Mentoring 1Z0-804 Java SE 7 Programmer II
ITILÂ® 2011 Edition OSA: Introduction to Operational Support and Analysis	Within the context of ITILÂ®, service operation is sometimes referred to as the 'factory' of IT. It focuses on the daily activities and organizational infrastructure that are used to deliver services to the organization and the customer. The proper management of these activities and organizational infrastructure is the key to ensuring service operations functions and processes are delivered successfully. Service operations best practices also ensure adequate monitoring and controlling measures are in place and followed throughout the service lifecycle. This ultimately leads to strategic objectives being realized by the organization. This course provides an introduction to operational support and analysis. Specifically, the course covers the fundamentals of the ITILÂ® service operation core area, and how the processes and functions of service operation work within and support the overall service lifecycle. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a registered trade mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to Event Management	It's essential that you know the status of all components in your IT infrastructure at any given time. Monitoring all events that occur can provide you with invaluable data to help your organization identify and isolate not only problems that are happening, but areas that require improvement before troubles exist. This course provides an introduction to Event Management, including its goals and scope, and how Event Management processes interact with other processes in the ITILÂ® Service Lifecycle. The course also covers the specific components of Event Management including triggers and interfaces, and the detailed steps of Event Management. Finally, the course explores the key performance indicators, challenges and risks of Event Management, and the specific areas to consider when designing it. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a registered trade mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to Incident Management	No process in IT service delivery is foolproof; at some point in time an unplanned interruption will most likely occur ranging from a minor incident to the disastrous crashing of a critical system. The key to surviving any type of incident lies in an organization's ability to deal with incidents, no matter how big or small, as quickly and efficiently as possible so that services resume and service levels are brought back within acceptable range with as little impact as possible on other processes, the organization itself, users, and customers. This course introduces the goal and scope of Incident Management. Specifically, the course covers the purpose of Incident Management, as well as the value Incident Management provides to the overall organization. In addition, the course covers the elements to consider when managing incidents, including timescales, incident models, and major incidents. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a registered trade mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Incident Management Interactions	The ability to resolve a problem efficiently is critical for both you and your customers. But what happens when you have dozens, hundreds, or even thousands of customers each contacting you with the same issue? While you may be able to resolve each of their incidents one at a time, the loss of time, revenue, and resources is far too great to manage this way. Effective Incident Management is not just about resolving incidents as quickly as you can. It's about having the ability to identify and address widespread incidents, developing processes for handling categories of incidents as efficiently as possible, and taking proactive steps to address problems before incidents even occur based on patterns you see in incidents being reported. This course covers the nine steps in the Incident Management process, including identifying, categorizing, and closing incidents. This course also details the different ways incidents can be triggered, and the interfaces of incidents and Incident Management with other processes. Finally, the course covers the challenges, risks, and critical success factors of managing incidents effectively. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to Request Fulfillment	When you think of reasons for contacting the IT Department in your organization, it's most likely to resolve a problem. Typically you contact them when something isn't working right â€" whether it be a connection error, system crash, or other incident that impedes your ability to do your work. But more often than not Service Desks also field requests for numerous situations that don't typically fall into the 'out of order' category, but require attention, time, and a quick turnaround â€" for example, someone needs a new password, to change an existing password, or they need to add a new software program to their machine. It is important for organizations to be able to manage these demands in an efficient way by having processes mapped out for these repetitive requests, and having dedicated staff to support these requests. This course provides an introduction to Request Fulfillment. Specifically, the course covers the purpose, scope, and benefits of Request Fulfillment to the organization. This course also covers the importance of Request Models, and the activities of Request Fulfillment including menu selection, financial and other approval, fulfillment, and closure. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	What would you think if you called your Internet provider to get a new password, and they told you it was going to be a week before they could resolve your request? Or even worse, imagine them not being able to do it at all because of poor planning. Efficient request fulfillment is critical to keeping your customers happy. And in order to perform well, you need a clear definition of the types of requests that can flow through request fulfillment processes, and well-planned procedures for addressing the requests. You also need to be able to foresee possible risks, so you can implement preventative measures. This course covers the components of request fulfillment, including triggers, interfaces, and necessary information for adequately addressing common requests. The course also explores the challenges and risks, along with critical success factors that, if implemented in your processes, can lead to successful request fulfillment in your organization. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to Problem Management	Problems will inevitably crop up at some point while managing your IT Service Life Cycle. Usually, they are first noticed when the incidents they cause are detected. Proper Problem Management aims to eliminate recurring incidents by addressing the root problem causing them, through efficient detection, investigation, diagnosis, and resolution practices. This course covers the purpose and scope of Problem Management, its value to the organization, and specifically the value and use of problem models in Problem Management. This course also provides a detailed view of the Problem Management process, including using tools like Ishikawa diagrams and Pareto Analysis, to investigate and diagnose specific problems. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITIL Â® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	An efficient Problem Management process is vital in ensuring your organization is ready to handle and resolve problems successfully. And the ability to know what information is important and how to use that information to analyze how well your Problem Management process is performing can mean the difference between success and failure in your Problem Management efforts. This course details the components of Problem Management, including triggers such as staff, suppliers, and testing. This course also covers the interfaces of Problem Management with other processes across the Service Life Cycle and the specific information systems used in Problem Management. Finally the course details the critical success factors necessary for ensuring successful operations in Problem Management. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to Access Management	You probably wouldn't leave the keys to your car, house, or office lying around for anyone to grab and use as they please. The same attention you give to protecting your physical valuables should be considered when protecting the confidentiality, availability, and integrity of your organization's IT data and intellectual property. Proper Access Management is critical for providing access to users who require it, and keeping those who don't out. This course covers the purpose, scope, and value of Access Management to the organization. This course also details the steps in the process for managing access, including requesting access, verification, providing rights, monitoring, logging and tracking, and removing and restricting rights where necessary. Finally, the course covers the key performance indicators used to check the efficiency and effectiveness of an organization's Access Management process, and critical success factors to ensure success. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a Registered Trade Mark of the Cabinet Office.
ITILÂ® 2011 Edition OSA: Introduction to the Service Desk	Whether you call your Internet provider because you can't connect to your bank because your online banking password isn't working or your satellite television provider because your signal is poor, chances are all these different calls for completely different things will have at least one thing in common â€" you'll reach a Service Desk. This is because most IT service providers recognize the value and necessity of a Service Desk for their internal and external customers. Service Desks are an integral point of contact in organizations for addressing IT service-related issues, concerns and questions, and it's essential they are set up properly in order to achieve customer satisfaction and organizational objectives. This course covers the importance and benefits of the Service Desk in an IT service delivery organization, as well as the objectives and responsibilities Service Desks strive to deliver. This course also covers the different Service Desk organizational structures, such as local, centralized, and virtual, and also explores the different considerations, such as the environment that must be addressed when setting up and maintaining a Service Desk. Finally, the course covers the key considerations when staffing a Service Desk such as different roles necessary, skill levels, training considerations, and staff retention. This course will assist the learner in preparing for the ITILÂ® Operational Support and Analysis certificate and is aligned with the ITILÂ® Intermediate syllabus. --- ITILÂ® is a registered trade mark of the Cabinet Office.

Course	Description
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	Service Desks are an integral part of any IT service-providing organization, and it's vital to accurately and consistently measure how your Service Desk is performing to ensure it is addressing the needs of customers and users, and also to make changes where necessary. When a decision is made to outsource a Service Desk, there are also special considerations that must be planned to ensure that customers and users receive a consistent level of service. |n |n This course covers the purpose and importance of using metrics to evaluate the performance of a Service Desk, including metrics like average turnaround times and resolution rates. This course also details the different types of user satisfaction surveys that can be used to assess customer and user perceptions of Service Desk operations. |n |n Finally, the specific considerations that must be addressed when the choice is made to outsource the Service Desk, including common tools and processes, SLA targets, good communications, and ownership of data are covered. |n |n This course will assist the learner in preparing for the ITIL® Operational Support and Analysis certificate and is aligned with the ITIL® Intermediate syllabus. |n |n --- |n |n ITIL® is a registered trade mark of the Cabinet Office.
ITIL® 2011 Edition OSA: Introduction to Functions	When you hear the term 'manage', you might typically think in terms of people management — the staff and human resources of an organization that perform the work of the business. However, much more than just people are managed in a successful IT organization. The tools, systems, and networks they use, and the processes and tasks they perform must also be managed. Management of the technical assets and architecture, and management of how those assets and architecture are used, maintained, supported, and delivered are essential to a complete and efficient IT organization. This course covers the Technical Management function, including its role, objectives, and activities. The course also covers the role and objectives of the IT Operations Management function, and the documentation created and used in this function such as Standard Operating Procedures, Operations Logs, Shift Schedules and Reports, and Operations Schedules. This course will assist the learner in preparing for the ITIL® Operational Support and Analysis certificate and is aligned with the ITIL® Intermediate syllabus. --- ITIL® is a registered trade mark of the Cabinet Office.
ITIL® 2011 Edition OSA: Function Activities	Every IT service requires applications — software that provides functioning for systems, services, and processes. And proper Application Management is critical to successfully delivering, supporting, and maintaining IT services in your organization, both internally to your users and to your external customers. This course covers the high level and low level roles of the Application Management function within the organization, and the objectives of Application Management. This course also details both the generic and specific activities that are part of the Application Management function. This course will assist the learner in preparing for the ITIL® Operational Support and Analysis certificate and is aligned with the ITIL® Intermediate syllabus. --- ITIL® is a registered trade mark of the Cabinet Office.
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	Implementing processes and technologies in any organization requires significant planning, analysis and management. Implementing Service Management process capabilities is no different. The method of implementation must be planned, requirements must be identified, and technologies must be carefully evaluated before proceeding with the implementation. Expected challenges and potential risks must also be identified and mitigated wherever possible. This course covers the technology considerations when implementing Service Management process capabilities, including the generic tool requirements and how to properly evaluate tools for consideration. This course also covers implementation considerations, including best practices in Project, Risk and Staff Management, as well as challenges, risks, and critical success factors to address during implementation. This course will assist the learner in preparing for the ITIL® Operational Support and Analysis certificate and is aligned with the ITIL® Intermediate syllabus. --- ITIL® is a registered trade mark of the Cabinet Office.
VMware vSphere 5 — Datacenter Design: Introducing vSphere Design Fundamentals	In order to design and integrate VMware solutions into the enterprise virtualized environments, it is important to have an understanding of the overall design process and framework. This course explains datacenter design principles and methodologies that will be used in a virtualized enterprise design. |n
Workplace Harassment for Supervisors and Managers — Multi-State Edition	Harassment of any type can have a very negative impact on an organization's work environment. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment, including sexual harassment. This two-hour course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of workplace harassment. This course is designed specifically to address the sexual harassment training requirements under California, Connecticut, and Maine law, but is applicable for supervisor and manager training in all states. Additional customization is required in order to fully address the state requirements. This course was developed with subject matter support provided by the Employment Law Group of the law firm of Wilson Sonsini Goodrich & Rosati. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Sexual Harassment Prevention for	Sexual Harassment Prevention for Employees
Workplace Harassment Prevention for	Workplace Harassment Prevention for Managers
Preventing Harassment in the Global Workplace — Employee Edition	As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace. This course was developed with subject matter support provided by Mason Hayes+Curran. This document contains general information based on Irish law at the time of its writing. Please note however that it does not constitute legal or commercial advice, nor is it intended to create a solicitor-client relationship. Neither is it intended to provide a comprehensive or detailed statement of the law. No liability whatsoever is accepted by Mason Hayes+Curran or Skillsoft for any action taken in reliance on the information in this document. You should not act or refrain from acting, on the basis of any information posted on our website but rather you should always seek specific legal and other professional advice. This content is protected by copyright and other intellectual property laws and may not be reproduced by you without our prior written consent.
Preventing Harassment in the Global Workplace — Manager Edition	As a manager, you play a vital role in supporting your company's efforts to create a workplace defined by respectful and professional interaction between employees. This includes not only preventing illegal harassment, but also avoiding intimidating, hostile, or otherwise uncivil behavior. You have a responsibility to model appropriate behavior in how you treat your employees and to address any instances of inappropriate conduct swiftly and appropriately. This course explains why it is important for a company to foster a respectful work environment. It also presents strategies for addressing inappropriate behavior in the workplace. This course was developed with subject matter support provided by Mason Hayes+Curran. This document contains general information based on Irish law at the time of its writing. Please note however that it does not constitute legal or commercial advice, nor is it intended to create a solicitor-client relationship. Neither is it intended to provide a comprehensive or detailed statement of the law. No liability whatsoever is accepted by Mason Hayes+Curran or SkillSoft for any action taken in reliance on the information in this document. You should not act or refrain from acting, on the basis of any information posted on our website but rather you should always seek specific legal and other professional advice. This content is protected by copyright and other intellectual property laws and may not be reproduced by you without our prior written consent.
Global Anti-bribery	Global Anti-bribery
EU Privacy and Information Security	The legal basis for privacy and data security in the EU is set out in Directive 95/46/EC, known as the Data Protection Directive, which was issued in October of 1995. EU member states were required to enact laws to carry out the Directive. The main purpose of the Directive is twofold. First, it aims to protect individuals' personal data. Second, it seeks to ensure that the securities and protections afforded to individuals do not restrict the ability to process or exchange economically critical data between the member states. While the specific laws for each member state differ, the Directive serves as the primary guidance for all the laws. In other words, member states may have more stringent interpretations of the Directive, but they cannot be less stringent than the requirements outlined in the Directive. There are significant differences across the EU member states in their data protection laws and in the practice of their respective national regulators, as not all aspects of data protection law are harmonized. Therefore, when a data protection issue occurs, particularly one which affects several member states, it may be dealt with differently under each national law. This course addresses EU privacy laws at the level of the Directive and provides several examples of the specific approaches taken by certain member states. It also discusses the Safe Harbor Agreement that outlines a framework for adequate security procedures for US companies that exchange personal information with EU member states. This course was developed with subject matter support provided by Mason Hayes+Curran. This document contains general information based on Irish law at the time of its writing. Please note however that it does not constitute legal or commercial advice, nor is it intended to create a solicitor-client relationship. Neither is it intended to provide a comprehensive or detailed statement of the law. No liability whatsoever is accepted by Mason Hayes+Curran or Skillsoft for any action taken in reliance on the information in this document. You should not act or refrain from acting, on the basis of any information posted on our website but rather you should always seek specific legal and other professional advice. This content is protected by copyright and other intellectual property laws and may not be reproduced by you without our prior written consent.
Global Privacy and Information Security	Global Privacy and Information Security
Anti-Money Laundering: An Overview	This course provides basic information on US money laundering law and international anti-money laundering efforts. It also discusses actions that those working in banks, insurance companies, and other financial institutions can take to better identify and manage risks associated with money laundering. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Global Conflicts of Interest	Many employees routinely face situations that can create a potential conflict of interest, where divided loyalties may affect their ability to make impartial decisions on behalf of their employer. Inappropriate resolution of these conflicts can result in direct financial loss to the organization, as well as the erosion of an organization's ethical culture and a damaged reputation. This course describes how to identify potential conflicts of interest and respond appropriately to them. This course was developed with subject matter support provided by Davenport Lyons. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
The Internet, Social Media, and Electronic Communication	Regular use of the Internet and electronic communications is a way of life for most people, as technology makes it easier to communicate with coworkers, clients, family, and friends. The near constant availability of e-mail, social and professional networking web sites, smartphones, and other tools has blurred the line between work and home to the point where our online activities at home may have an impact on our companies and employment. Most employers encourage staff to use the Internet and other electronic communication tools for business purposes, and some employers also permit a certain level of personal use in the workplace as well. For this reason, it's important to be familiar with your company's policy on Internet use and electronic communications. This course provides background information to be considered in light of your own company's policies. You will learn about some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs. This course was developed with subject matter support provided by Davenport Lyons. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
Union Awareness	Union Awareness
Interviewing: Doing it Right	This course will present strategies for exercising sound judgment in the hiring and interviewing process. It will help managers and supervisors recognize and avoid discrimination in the recruitment process. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Business Ethics	The recent economic downturn has heightened the public's scrutiny of corporations and contributed to the perception that some firms have lost their commitment to operating with integrity. This course considers the concept of ethics and its role in today's corporate culture. It looks at the impact of business ethics on both the individual employee and the organization as a whole, and explores how the use of an ethical framework can promote ethically-driven behavior. The course also focuses on how employees can use an ethical filter to help resolve ethical dilemmas. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

EEO and Lawful Hiring	As a manager, it is essential to use recruitment strategies that attract the right candidates. But just as important is the avoidance of discrimination, both intentional and unintentional. In this course, you will learn about the Equal Employment Opportunity laws that guide your employer's recruiting efforts and how to help ensure your hiring practices are fair and lawful. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Procurement Integrity	Procurement Integrity
Government Contracting Essentials	This course will provide a resource for employees of organizations who do business with the federal government and who therefore need to know how various federal laws that govern the contracting process affect their operations. Note that there may be special local or state rules that also apply, but those are not addressed in this course. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Canadian Antitrust	Canadian companies and their employees operate under the country's Competition Act, an antitrust law intended to maintain and encourage competition in Canada. Violating the Competition Act's pricing and distribution provisions can leave responsible individuals and their companies open to significant civil liabilities and criminal penalties. This course will help you recognise the business benefits of the Competition Act and the practices covered under it. It will also help you recognise and avoid illegal and improper anticompetitive behaviours, and employ practices that do not violate the Act. This course was developed with subject matter support provided by Heenan Blaikie LLP. This document contains general information based on Canadian law at the time of its writing. Please note however that it does not constitute legal or commercial advice, nor is it intended to create a solicitor-client relationship. Neither is it intended to provide a comprehensive or detailed statement of the law. No liability whatsoever is accepted by Heenan Blaikie LLP or Skillsoft for any action taken in reliance on the information in this document. You should not act or refrain from acting, on the basis of any information posted on our website but rather you should always seek specific legal and other professional advice. This content is protected by copyright and other intellectual property laws and may not be reproduced by you without our prior written consent.
A Manager's Guide to Discipline and Documentation	A key role for any manager or supervisor is to ensure employees meet the expectations for appropriate and lawful conduct at work. Dealing with problematic behavior and taking disciplinary action can be stressful. But simply ignoring or avoiding problems is not an option because it may signal to employees that inappropriate behavior is acceptable. And mishandling disciplinary issues may result in employee claims of breach of contract, wrongful termination, or discrimination and retaliation. Consistent and fair procedures, honest communication, and clear expectations can help managers deal with disciplinary issues in a way that improves behavior with fewer negative repercussions. This course explains the principles of effective employee discipline, including the concept of due process in the disciplinary procedure, and it describes how to respond to and document a disciplinary issue appropriately. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
A Manager's Guide to Diversity, Inclusion, and Accommodation	Leading and managing employees in an increasingly diverse workplace can be both rewarding and challenging. What are the expectations of employees? What legislation applies to managing people and their requests? What are the consequences of failing to comply? Managers must operate with sensitivity in handling accommodations for disabilities, religious practices, and medical leave. This requires a basic understanding of anti-discrimination and disability legislation, as well as the employer's policies. This course provides an overview of the Americans with Disabilities Act (as amended), the Family and Medical Leave Act, and other legislation that affects employers' responsibilities in these areas. The course will help managers identify the situations where these laws come into play so that they can respond appropriately to specific requests. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Accident Procedures Involving Large Vehicles	Even with years of experience, training, and attention to detail, accidents can happen. How you respond after an accident has occurred is essential to ensuring your safety as well as the safety of any other individuals involved in the incident. In this course, you will learn basic procedures for how to respond when an accident has occurred, including procedures to follow if there is a fire or a chance of fire, and what types of accidents must be reported to the U.S. Department of Transportation. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Adding Lists and Objects in Word 2013	You can add a number of different objects to your Word 2013 documents to help increase readability and functionality, and also improve their appearance. Several available types of lists, such as bulleted and numbered lists, allow you to format and organize information. Signature lines offer added data security and allow you to easily specify that a signature is required on a document. You can include dates and times to mark when a document was created, when something is due, or for tracking purposes. Hyperlinks allow you to link to other sections of a document, to other documents, to web sites, and to e-mail addresses. This course demonstrates how to create and format various types of lists, and to work with hyperlinks in your document. It demonstrates how to insert the date and time in a document and how to add digital signatures. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Adjusting Document Views and Customizing the Appearance of Word 2013	When working with documents in Word 2013, you can easily zoom in on your text and change views to get a better view of what you're working on. This course demos zooming, and also splitting and arranging multiple documents within the same work area. It also shows you how to switch document views, reorganize a document outline, and use master documents and subdocuments to facilitate working with large or unwieldy documents. It also explores how to customize the Ribbon and the Quick Access Toolbar so you have the commands you need within a single click of your mouse. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Advanced Formats and Layouts in Excel 2013	Excel 2013 provides many advanced features to customize formats and layouts. Data can be customized to any format and adding a customized fill series can not only save you time, but help ensure consistency and accuracy in your work. Customizing cells, adding forms, and creating templates all help tailor your workbooks to your individual needs. Conditional formatting can also format ranges according to specific criteria. Finally, Excel provides tools to help create workbooks that are accessible and consider international audiences. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Advanced Formatting in Word 2013	Word 2013 offers features that make it easier to format your documents to give them a professional, stylized appearance. The Design tab offers features that alter the appearance of your entire document. You can quickly apply a theme to give the document visual continuity. You can also easily create and customize a page background. This course covers these features and also includes tips on adjusting paragraph tab settings, using Paste Special to maintain greater control over how text and its formatting are pasted into a document, adjusting line spacing within a paragraph, and changing AutoFormat settings to automatically change the appearance of text as it's typed. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Advanced Formulas and Functions in Excel 2013	The Excel 2013 function library includes a number of functions in the Date and time, Logical, and Lookup and reference categories that enables you to quickly complete tasks and analyze data. Date and time functions allow you to capture dates and times properly. This course covers date and time functions such as NOW, TODAY, DATE, and NETWORKDAYS. Logical and IF-type functions help you make decisions. This course covers IF, AND, OR, AVERAGEIFS, COUNTIFS, and SUMIFS. Lookup and reference functions allow you to perform table lookups to return required information about specific worksheet cells. This course covers lookup and reference functions such as LOOKUP, VLOOKUP, and HLOOKUP. Excel 2013 also provides tools to identify, trace, and troubleshoot errors. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Advanced Slide Shows Tools in PowerPoint 2013	PowerPoint 2013 provides you with all the tools necessary to create and present engaging and effective presentations. As an advanced user, you can take advantage of features that allow you to customize your animations to create just the right effect. PowerPoint has tools for getting your animations to move at the right speed and in the right order using custom animation effects and motion paths. You'll learn how to merge shapes, add shape effects and how to use pictures and shapes as links to other pages in the presentation, or to pages on the Internet. This course also explores various ways of incorporating and modifying charts to create professional and effective presentations. Lastly, you'll learn how to create consistent looking presentations using tools like Smart Guides and Master Level Guides to align objects across all slides. This course will help prepare learners for the Microsoft Certification Exam 77-422: PowerPoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): PowerPoint 2013.
Advanced Table Customization in Word 2013	Word 2013 offers a number of in-depth ways to edit and work with tables. This course demonstrates how to resize and move parts of a table, convert tables to text, sort the data within a table, and use formulas to calculate numerical data. It also covers methods for integrating tables into the rest of the content on a page to create a professional look to your document. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Aerial Work Platforms	Aerial work platforms allow work personnel to reach elevated areas that are inaccessible by traditional means such as ladders or scaffolding. But like any heavy equipment, aerial work platforms can be very dangerous if used without due care and attention. This course will teach you to inspect your lift and work area, understand the physical hazards involved in working with an aerial work platform, and recognize their standard safety features. You'll also learn about basic training requirements stipulated by OSHA, and some general best practices for aerial work platform operation. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Aligning Your Business Case to Customer Priorities	
Ammonia Safety	Ammonia is one of the world's most widely used basic chemicals. Anhydrous ammonia is utilized in a wide variety of commercial applications, from fertilizers to refrigerants to solvents. But ammonia can be hazardous. To protect human health and the environment, manufacturers, packagers, shippers, receivers, and others involved throughout the supply chain must adhere to the safe and appropriate use and handling of ammonia. This course will introduce you to the agencies that deal with regulations and standards for handling anhydrous ammonia, and will help acquaint you with the risks, controls, safe work practices, and emergency response procedures involved in dealing with this hazardous chemical. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Animations and Media in PowerPoint 2013	PowerPoint 2013 can help you make presentations more dynamic by adding audio and video clips to any slide. You can directly insert, edit, and play video in your presentation, as well as add audio clips to create attention-grabbing sound effects. PowerPoint 2013 also has new animation tools which make slide shows more fluid and interesting. All of these features are discussed in this course.
Bloodborne Pathogen Awareness	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. This course has been updated to reflect new legislation for needlesticks in OSHA regulations for Bloodborne Pathogens that went into effect on April 18, 2001. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session. Employers may use a variety of methods to meet the intent of the standard. As an example, OSHA has previously stated that an employer can meet OSHA's requirement for trainees to have direct access to a qualified trainer by providing a telephone hotline. Learner objectives for this course are to identify bloodborne pathogens and symptoms of bloodborne diseases, identify modes of transition of bloodborne pathogens, recognize the proper use and handling of personal protective equipment, identify measures to be taken when the skin or eyes are exposed to infectious material, and specify the components of an Exposure Control Plan. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Bullying and Violence in the Workplace	This course seeks to help employees understand the circumstances that can trigger violence in the workplace and to offer strategies for preventing the escalation of conflict. According to the Bureau of Labor Statistics, in the US, 17% of the 4,609 work-related deaths in 2011 were attributable to violence, of which 458 instances were homicides (US Department of Labor, 2011). Workplace violence includes a range of acts such as assault, stalking, bullying, robbery, and harassment. This course will help employees to recognize early warning signs of potential workplace conflict and the actions they can take to prevent situations that may lead to workplace violence. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

Carcinogen Safety	This course provides instruction on recognizing hazard management, use, and control of cancer-causing agents, or carcinogens. The learning objectives of this course are to define the terms associated with carcinogen safety, recognize the routes of entry of carcinogens into the body, and identify the methods of hazard control in relation to carcinogens. Furthermore, the course describes the basic safety rules for carcinogen use, identifies the substances that can cause cancer-related medical problems after repeated exposure, explores types of carcinogen hazard control, and identifies the characteristics of Standard Practice Instructions for handling carcinogens. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Chemical Process Safety	This course is designed for employees who work at industrial process plants to recognize potential safety and health implications associated with their job. It is intended to educate the employees to help prevent or minimize the consequences of a catastrophic release of toxic, reactive, flammable, or explosive highly hazardous chemicals, or HHCs, from a process. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify the process safety management employer requirements, specify process hazard analysis information, define the purpose of the chemical process safety management program, and recognize the importance of operating procedures in a process safety management program. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information Qtechnology.
Chemical Process Safety Management	Safe working procedures are essential when dealing with highly hazardous chemicals and processes. In this course, you will learn about chemical Process Safety Management (PSM) programs and the fourteen elements that have been developed by OSHA for inclusion in these programs. Required elements of the program that are covered in this course include personnel and training considerations, documentation, equipment maintenance and work processes, and emergency planning. This course will help managers and supervisors who work in industrial process plants develop an understanding of the reasons for and required elements of PSM programs. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
CISM 2013: Information Risk Management and Compliance (Part 1)	Information risk management and compliance is a pivotal part of the role of an information security manager. This course will provide an overview of information risk management and compliance, as well as examine the elements that come into play when creating an information risk management plan and the frameworks and methodologies that are used. This course also examines risk assessment, with special attention to methods of risk identification, risk analysis, compliance, and the calculations used for risk impact analysis. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Risk Management and Compliance (Part 2)	Analysis, mitigation, and monitoring play an extremely important role in information risk management and compliance. This course examines how to properly classify and valuate information assets, perform a business impact analysis, and the principles of disaster recovery. You will learn about the options available to deal with risk, effective controls, and ways to ensure your risk management program is integrated into your organization's other life-cycle processes. You will also examine the many responsibilities of an Information Security Manager related to risk monitoring and reporting. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Governance (Part 1)	Information Security Governance is a major part of the job role of an Information Security Manager. The goal of information security governance is to establish and maintain a framework to provide assurance that information security strategies are aligned with the business objectives and consistent with applicable laws and regulations. This course looks at the role of information security governance in an organization, the need for senior management support for all policies and procedures that are put in place, the actual role the information security manager, and the core principles and metrics that are used as part of this process. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Governance (Part 2)	Many companies realize that their information security is not in the state that it should be. As an information security manager, it will be your role to guide your organization to where information-related risks are controlled and sound information security processes are being followed by each and every employee. In order to move a company from a current state, to a desired state, there are many steps that must be taken. This course examines what an information security strategy is, frameworks and models you can use to build your strategy, who the strategy participants are, and constraints that may stand in your way. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Governance (Part 3)	In order for information security governance to succeed, there must be an action plan put into place to lay the groundwork for success. This course examines the assets, departments, resources, and people that play a role in bringing an action plan to life. This course will also examine the components and constraints of an action plan, along with providing a sample information security strategy to bring it all together. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Incident Management (Part 1)	Managing incidents, and the response that is put forward by an organization falls directly under the duties of a CISM. Organizations must have a plan in place, and must know the steps they will take to deal with incidents when they occur. This course examines what incident management is, how responses are prepared, and concepts and technologies that are used when dealing with incidents. This course also looks at the principles, importance of, and outcomes of incident management and how the information security manager, with the approval of senior management, prepares the people and the resources of the organization to deal with incidents when they occur. Finally, this course explains the steps for conducting a business impact analysis as technique used in effective incident management. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Incident Management (Part 2)	Preparing incident response and recovery plans is a very important part of a CISM's role. This course examines how to identify the current state of incident response capability, identifies the elements of incident response and recovery plans, and discusses principles for effectively managing the plans. This course also examines the importance of testing, documentation, and how to physically prepare recovery sites and related offsite resources. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Program Development and Management (Part 1)	An information security program is the foundation of an information security manager's daily work. This course examines the purpose and fundamentals of IS program development and management, along with the objectives, concepts, and tasks that make up an IS program. This course also examines the scope and charter of an IS program, and how the IS Manager must understand the scope of the program, and things such as chain of command, corporate culture, existing functions, current state of security, and industry standards for information security. It outlines the steps for developing an IS program and how an information security program supports the objectives of information security governance. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Program Development and Management (Part 2)	An information security framework represents the entire IS management structure. This course examines governance frameworks such as COBIT and industry standards like ISO/IEC 27001. This course also examines the components of a security framework: operational components, management components, administrative components, and education and informational components. The course then explains how an IS program road map is defined, and the elements that make up the road map. Finally, the course describes the security architectures and how they are implemented. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Program Development and Management (Part 3)	Information security managers are responsible for all administrative activities related to the development and management of an information security program. Those activities include such things as assigning and training security personnel, overseeing the creation and distribution of policies and other documentation, and monitoring the effectiveness of the security program itself. This course examines the many activities that an information security manager is responsible for and the skills required to perform them. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Program Development and Management (Part 4)	Information security programs typically have numerous operational responsibilities and provide a variety of security services. While programs vary from organization to organization, there are operations and services that are typically found in all well conceived security programs. This course examines the activities and responsibilities of an information security manager related to operations and services within an organization. The course will examine different organizational units such as IT, HR, and Legal that are affected by security programs, and how their needs are integrated into the program. This course also examines how audits and compliance enforcement are performed. Finally, this course examines how technology - both legacy and new technologies such as cloud computing - are managed in modern security programs. This course prepares you for the Certified Information Security Manager (CISM) exam.
CISM 2013: Information Security Program Development and Management (Part 5)	Security programs require strong controls and countermeasures to ensure that security activities are carried out and measures exist to deal with issues that may arise while a security program is being implemented. This course examines control categories, control design considerations, and the control methods and recommendations that a security manager should implement. This course will also discuss the metrics and monitoring practices that should be used put in place as part of a security program. Finally, this course will examine common information security program challenges. This course prepares you for the Certified Information Security Manager (CISM) exam.
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013	Outlook 2013 has a range of management features for calendars, contacts and tasks. In this course, you will learn how to share calendars and manage multiple calendar. You will also learn how to customize your calendar to suit the way you work. The course will also cover how to share and manage contacts and will teach you how to import contacts and manage multiple address books. You also will learn how to forward and assign tasks and how to manage task assignments. This course will help prepare learners for the Microsoft Certification Exam 77-423: Outlook 2013 which certifies individuals as Microsoft Office Specialist (MOS): Outlook 2013.
Collision Avoidance	Each year, tens of thousands of people are injured or killed in vehicle collisions. That's why it's important that all drivers understand the challenges that face them on the nation's roads and highways. In this course, you'll learn about types of collisions and how to avoid them, how to deal with emergency stop situations such as skids and shoulder drops, how to prevent collisions by properly negotiating intersections, and techniques for dealing with common distractions. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Combustible Dust	Combustible dust is a hidden and insidious menace. Created during the normal course of production, combustible dust lurks in corners and crevices, within equipment and vents, on floors and other surfaces, and in the very air in which we work. A combustible dust explosion can cause immediate and catastrophic loss of life, injuries, and destruction of buildings and equipment. The ensuing fires, secondary explosions, flying debris, and collapsing structural components pose additional threats to both people and property. This course will introduce you to the agencies that deal with regulations and standards for dealing with combustible dust, and will help acquaint you with the risks, controls, safe work practices, and proper procedures involved in dealing with this workplace hazard. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Communicate and Finalize Project Information Using Project 2013	Communicating project information effectively and in the best format for your audience are key success factors in managing a project. This course covers reporting tools available in Microsoft Project 2013, including filters, custom views, and Save as features that allow you to share project files in multiple formats, such as Microsoft Excel, and to multiple locations, such as SharePoint. As well as reporting tools, this course explains how to finalize and archive your project file once the project is complete.
Communicating a High-impact Business	
Community Sites, Search, and Office Integration in SharePoint 2013	As a move towards an even more collaborative working environment, SharePoint 2013 now includes community sites. These allow users to have discussions, store contents, and interact with others in a manner that would be familiar to anyone already using various forms of social media. SharePoint 2013 also provides powerful search capabilities that you can make use of to easily locate any items across a SharePoint site. This version of SharePoint also continues to offer integration with the Microsoft Office suite of products, allowing you to create new Office documents from within SharePoint, or to launch either the full version or Web App version of a product as needed. This course covers participating in a community site, including joining the site, viewing categories and membership, discussions, and leaving the site. In addition, this course explores administering a community site by managing discussions, creating categories, adjusting settings, creating and assigning badges, and configuring reputation settings. Using the basic search functionality included with SharePoint 2013 is also covered, as well as launching Office applications from within SharePoint 2013 and using the Office Web Apps. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013	You can use SharePoint 2013 to manage a variety of environments including those that house item lists and libraries. This course explores adding and configuring lists and document libraries - two of the most common apps that SharePoint 2013 users work with on a daily basis. It also delves into the communication side of SharePoint 2013 and walks you through configuring e-mail options so document libraries can receive items added through incoming e-mails messages, and teaches you how to work with the announcements app. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013, which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Configuring Pages, Sites, and Content in SharePoint 2013	This course explores SharePoint tasks such as creating sites using templates, and creating, editing and deleting pages. It also walks through processes such as using the Content Organizer to create rules to organize site content in SharePoint 2013. Other configuration topics include activating Document Sets, and customizing the Quick Launch. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Confined Space Entry â€" Canada	
Crane Signaling and Communications	When operating a crane, a signal person â€" or spotter â€" is used in situation when the point of crane operation is not in full view of the crane operator. This course will provide you with an understanding of the training requirements and proper hand signals and communication skills needed by signal persons and crane operators in these situations. This will allow the operation of mobile cranes in accordance with the Occupational Safety and Health Administration (OSHA)'s 'Signal Person Qualification' standard at part 29 Code of Federal Registers (CFR) 1926.1428. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Creating and Customizing Visual Elements in Excel 2013	Excel has more than just charts to offer in the way of visual presentation. Graphic tools such as pictures, shapes, SmartArt, WordArt, and screenshots are all ways to enhance the visual impact of documents that tend to be dominated by numbers and text. The course shows how to insert and edit shapes, text boxes, and pictures. We'll see how to add a SmartArt graphic and we'll demonstrate how to add watermarks to your spreadsheets. We'll also look at how you can use workbook themes to enhance the presentation of your data. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Creating and Modifying Forms in Access 2013	Microsoft Office Access 2013 offers several options for creating and managing forms. You can link the forms to tables and queries by adding bound controls. You can also make a variety of changes to the look and feel of a form. This course describes how to create forms in Access 2013. It covers creating basic forms from scratch, from an existing table, or using the Form Wizard. It includes adding and setting form controls, as well as creating forms from application parts. Finally, this course will demonstrate ways to format a form.
Creating and Modifying Queries in Access 2013	Microsoft Access 2013 includes a collection of query options to help make creating and modifying queries, easy. Access provides a number of query types with the ability to review data before running the queries. You can update or delete data that meets a certain criteria, request user input, and add calculated fields to queries. You can also group and summarize your data in queries. This course explores creating queries through the Query Wizard and Query Design. It also covers different types of queries like the Update and Delete queries, as well as the Parameter query. This course will cover adding new fields to queries, saving queries, and renaming them. It will also cover hiding or removing fields from queries as well as deleting queries. Finally, this course shows how to add calculated fields to queries, and group and summarize data in a query.

Course	Description
Creating and Modifying Reports in Access 2013	Microsoft Access 2013 reports are used to convert data into useful information and are an essential part of any database application. It provides various methods of creating reports to present summarized information easily and effectively. This course demonstrates the use of the Report Wizard, Blank Report, and Report Design. Also covered is how to add and bind controls, group and sort data, and format and print reports.
Creating and Populating a Database in Access 2013	Access 2013 is the newest version of Microsoft's dynamic database management system and it offers features that allow you to create and modify a variety of database types through a convenient graphic user interface. Access, as a desktop application, helps you store and manage related information in one place. It helps prevent errors, inconsistencies, and duplicate information. This course explores the fundamentals of databases and the many tools that will help you create and modify databases in Access 2013. It will cover creating and saving databases, creating and renaming tables, importing and linking data, as well as creating relationships between tables.
Creating Presentations in PowerPoint 2013	Microsoft PowerPoint 2013allows you to create professional-looking slide-show presentations on PCs, tablets, and phones. This course provides an introduction to the main components of the PowerPoint 2013 interface, covering opening and saving a presentation, working with slides, formatting text and text boxes, and using templates and themes variations to create professional looking presentations. You will also learn how to insert images, clip art, and shapes, as well as how to format your images so that they provide the maximum impact for your presentation. This course will help prepare learners for the Microsoft Certification Exam 77-422: PowerPoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): PowerPoint 2013.
Customizing Document Layout in Word 2013	You can use the many layout options in Word 2013 to create flowing, easy-to-read documents with a balanced visual appearance. Word lets you break your document into multiple sections so you can alter aspects of the page formatting - such as page orientation, numbering, or headings - from one section to the next. Word 2013 also enables you to organize text into newspaper-style columns or even tables. This course introduces all of these concepts and teaches you to align page elements, create and work with reusable pieces of content known as Quick Parts, and create reusable actions known as macros. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Customizing Options and Views in Excel 2013	Excel 2013 allows you to customize options and views to create a personalized environment. You can change how data displays by hiding and unhiding rows and columns; enable Show options; and also change the zoom level.You can switch workbook views from Normal to Page Layout, to Page Break Preview, or create custom views. This course will also cover the ways to arrange windows including Arrange All, Freeze Panes, Split, and View Side by Side. It will also show you how to change the defaults for creating new workbooks and personalize the Ribbon and Quick Access Toolbar. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Data Search, Data Validation, and Macros in Excel 2013	Excel 2013 provides time-saving tools to manage data, validate data, and automate repetitive tasks. You can import files, and add and adjust columns and rows, as well as edit workbook properties. Find and replace allows users to find and replace data, in a specific format, or within the worksheet or workbook. It also allows you to use wildcard characters to customize the search. Data validation can be applied to a cell or range to restrict the data being entered. You can put upper and lower limits, restrict the number of characters, put items in a list, or validate against other cells. You can also add error alerts and identify invalid data. This course will also introduce you to macros in Excel and show you how to automate repetitive tasks to make working in Excel easier. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Defensive Driving	This course will provide simple defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements â€" define defensive driving, recognize accident prevention methods, identify the importance of seat belts, describe the facts concerning the impact of 'drinking and driving,' and identify vehicle safety measures on the job. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Defensive Driving Fundamentals â€" Canada	This course will provide advanced defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements â€" specify concerns to be addressed before and while driving, use safe driving techniques to avoid collisions, drive safely in various weather conditions, and respond to specific driving emergency situations. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Demonstrating Business Acumen	
DOT 1: Hazardous Materials Table	This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including definitions, the nine hazard classes, and the HAZMAT Table. The proper identification, preparation, and transportation of hazardous materials impact everyone's safety. This course may be used to meet the requirements for general awareness or familiarization training. Your employer will provide additional general awareness, function-specific safety awareness, and security awareness training. The learning objectives of the course are to define terms associated with hazardous materials transportation, classify hazards according to DOT's nine hazard classes, and recall and interpret information found in the HAZMAT Table. DOT 1: Hazardous Materials Table was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT 2: Packaging, Labeling, Marking, and Placarding	This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including packaging, labeling, marking, and placarding. The proper identification, preparation, and transportation of hazardous materials has the potential to impact everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer. Learner objectives are to list packaging requirements and practices to ensure safe transport, cite specific information found on the Hazardous Materials Table (HMT), identify what information on the HMT means or is used for, identify appropriate labeling requirements for the safe transportation of hazardous materials, identify the proper marking requirements for hazardous materials to include both bulk and nonbulk materials, and identify the appropriate placarding requirements for the transport of hazardous materials. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT 3: Shipping Papers	This course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including the components of the basic description of hazardous material, general information required on the shipping paper, use of the HAZMAT Precedence Table, and general emergency response information. The proper identification, preparation, and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer. Learner objectives are to list the four components of the basic description of hazardous material, describe general information included on a shipping paper, identify methods to distinguish HAZMAT from non-HAZMAT on a shipping paper, and interpret information found on the Precedence Table. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT 4: Loading and Storage	This half-hour training course introduces the requirements of the Department of Transportation's Hazardous Materials Regulations, including the interpretation of the segregation table, general guidelines for shipping papers and loading and unloading HAZMAT, and incident reporting requirements. The proper identification, preparation, and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness or familiarization training. Your employer will provide additional function-specific training. Learner objectives are to identify characteristics of and interpret the segregation table, recognize general guidelines for preparing shipping papers, list general requirements for loading and unloading HAZMAT, cite actions to take during an emergency response, differentiate between situations which do and do not require immediate notification, and recognize when an incident report must be written.
DOT: Air Brakes	Commercial vehicles are used every day to transport both goods and people. An important safety feature on these vehicles, the air brake system is used to control speed. The US Department of Transportation Federal Motor Carrier Safety Administration (FMCSA) regulates the use of air brakes and sets standards for maintaining and operating these systems to ensure they are used and maintained properly. Drivers of vehicles equipped with air brakes need to know the components of the systems, how they work, and how to use them, and make sure they're operating safely. This course introduces the components that work together to create an air brake system, guidelines on operating a vehicle equipped with air brakes, and checklists for inspecting air brake systems and the air brakes on both single and combination units. DOT: Air Brakes was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT: CSA Fundamentals	CSA, which stands for Compliance, Safety, Accountability, is a Federal Motor Carrier Safety Administration (FMCSA) initiative aimed at improving commercial motor vehicle (CMV) safety and ultimately reducing collisions, injuries, and fatalities related to CMVs. This course will teach you what CSA is and why it's needed, how it works, and what a carrier can do to ensure it has an effective CSA program. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT: Hours of Service	The US Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) issued a revised Hours of Service order in 2012. The effective compliance date of selective provisions was July 1, 2013. Drivers are now limited to 70 hours of driving time per eight-day period. Commercial motor vehicle operators need to be aware of the new driving rules, documentation requirements, and penalties for noncompliance. Hours of Service was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
DOT: Inspections	Maintaining safe working equipment and working conditions are essential when operating large trucks. In order to ensure that vehicles are safe to operate and share the road with, it is important to perform frequent inspections of the equipment you are using, as well as more extensive annual inspections. In this course, you will learn when to perform operator inspections, what to inspect, and how to report your inspections. You will also learn about requirements and standards for annual inspections as required by the Department of Transportation, or DOT. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Editing and Formatting in Word 2013	A wide variety of tools and features are available in Word 2013 to help you format the overall appearance of your document. Word also provides a number of tools that make it easier to edit your document, including spelling and grammar checking features. This course covers checking the spelling and grammar in a document using the associated panes, finding and replacing terms, formatting fonts using the ribbon and the Mini toolbar, using styles, and copying formatting with the Format Painter. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Emergency and Disaster Preparedness	This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to discuss the purpose and scope of an emergency response plan, describe the purpose and scope of an emergency evacuation plan, recall the actions to take in specific emergency situations, describe the purpose and scope of a workplace violence prevention plan, and identify specific actions to take in the event of a bomb threat. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Emergency Response and Spill Control (HAZWOPER)	This training describes how to respond to various emergency situations and describes control of situations both by the workers involved and by trained emergency personnel. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define hazardous materials, recognize where spills are likely to occur, identify the elements of an emergency response plan, identify equipment and supplies in response to a spill, define levels of emergency response personnes, specify spill prevention measures, identify methods to contain or confine chemical material, identify post-response actions after a spill. Emergency Response and Spill Control (HAZWOPER) was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Emergency Response in the Workplace	This course provides information about planning for and responding to emergencies. The intent is to provide the learner with basic information on procedures that cover onsite emergencies such as an accidental release or spill of a hazardous chemical, fire emergencies, explosions, bomb threats, threats to security, or personal injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define key terminology associated with emergency response, recognize the presence of hazardous substances in an emergency, specify the risks associated with hazardous substances in an incident, specify the potential outcomes associated with an emergency created when hazardous substances are present, define the role and responsibilities of the Emergency Response Team, identify additional resources for more information regarding relevant standard operating procedures for emergency response, identify the requirements for air monitoring during emergency response, specify general site security and control procedures according to the emergency response plan and the US Department of Transportation's Emergency Response Guidebook, specify emergency reporting and communication methods, specify basic spill control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available in your area, and specify basic decontamination procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Emergency Situations While Driving	Do you sometimes worry that you won't be able to handle emergencies that might happen while you're driving? Worrying isn't helpful; instead prepare for potential driving emergencies by learning how to respond appropriately and safely to them. Successfully handling emergencies requires knowledge of how to prevent them when possible and how to handle them when they do happen. Understanding the typical types of collisions can help you avoid them, knowing how to handle a skid can help you successfully steer out of one, and knowing how to adjust your driving to hazardous weather conditions can help you prevent or avoid weather-related emergencies. It is also important that you know how to safely handle a breakdown. Finally, you should know how to complete an accident report in case you're involved in an accident. Emergency Situations While Driving was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Enhancing PowerPoint 2013 Presentations	PowerPoint 2013 enables you to create visually appealing presentations. Adding simple enhancements through the use of, tables, WordArt, and SmartArt allows you to make your presentations more engaging and interesting. This course introduces the SmartArt and WordArt features that allow you to add flair to your presentations by using colors and shapes to emphasize text and data. Also covered are the ways of incorporating and formatting tabular data to create a professional and effective presentation. You will also learn how to create a photo album to display your personal or business photographs. This course will help prepare learners for the Microsoft Certification Exam 77-422: PowerPoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): PowerPoint 2013.
Environmental Regulations Overview	This course provides an overview of major environmental laws and regulations and the specific standards that outline requirements to comply with them. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define the purpose of the Toxic Substances Control Act (TSCA); specify the purpose of the Resource Conservation and Recovery Act (RCRA); specify the purpose of the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), also known as Superfund; specify the purpose of the National Environmental Policy Act (NEPA); and identify the intent of various laws. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

Course	Description
Ergonomics and Injury Prevention for Commercial Vehicle Operators	This course is designed to prevent drivers from risks of injury they face when operating commercial vehicles, and when manually handling the loads they may be transporting. The course discusses various types of injuries associated with operating commercial motor vehicle. It also addresses the ergonomics practices, safety controls, and personal protective equipment (PPE) that commercial vehicle operators should use to minimize or prevent chances of getting injured at work. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Ergonomics in the Workplace	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to both office and industrial settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms related to the study of ergonomics, recognize signs and symptoms associated with musculoskeletal disorders, identify risk factors associated with musculoskeletal disorders, and identify controls commonly used to reduce or eliminate musculoskeletal disorders in the workplace. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
EU Antitrust	
Fall Prevention Awareness - Canada	This course is intended to provide workers who might be exposed to fall hazards, including falls on level ground, with the information needed to recognize and minimize such hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Workers are also provided information to help them recognize common workplace fall hazards, describe fall protection techniques used in general industry, describe the primary components of an effective fall protection program, and identify fall protection techniques, methods, equipment, and limitations. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Fall Protection	This course is intended to provide employees who might be exposed to fall hazards with the ability to recognize such hazards and the ability to minimize them. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize common workplace fall hazards, describe fall protection techniques used in general industry, identify fall protection equipment and limitations, and describe the primary components of an OSHA-compliant fall protection program. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
FERPA for Higher Education	Ensuring the privacy of student educational records is an important priority for every educational institution. The Family Educational Rights and Privacy Act (FERPA) outlines the rights of students and their families with respect to the confidentiality of and access to educational records kept by institutions. This course will provide employees of postsecondary educational institutions awareness-level training on their responsibilities and obligations under FERPA. This course was developed with subject matter support provided by the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Finalizing a PowerPoint 2013 Presentation	PowerPoint 2013s collaborative tools allow multiple people to work on the single presentation at the same time. To simplify the process of reviewing changes, you can now merge the reviewed version with your original version into one presentation. This course explores these topics and other collaboration features available in PowerPoint 2013 such as navigating through comments that were added to slides and accepting and rejecting changes. Also covered are slide transitions, proofing, language, and research tools, along with setting up and starting slide show presentations. This course will help prepare learners for the Microsoft Certification Exam 77-422: PowerPoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): PowerPoint 2013.
Financial Integrity	Fraud schemes can be as diverse as the imaginations of those who concoct them, and as sophisticated as ever-evolving technology will allow. But the consequences of fraud can be painfully simple - financial and reputational damage to an organization and its employees. As a result, it's essential for workers at all levels of an organization to be proactive and alert to suspicious financial activity. This course will explore common sources of financial fraud, the signs that indicate risk for fraud, and the importance of reporting any suspicious activities or behaviors. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Fire and Explosion Hazards (HAZWOPER)	This course identifies procedures and precautions to help reduce the risks of fire and explosion from chemical reactions, ignition of explosive or flammable chemicals, ignition of materials due to oxygen enrichment, and sudden releases of materials under pressure. By learning how to protect yourself and others from fire and explosion hazards, you can help save time, resources, serious injuries, and loss of life. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to identify the four elements that trigger a fire; define the terms ignitable, flammable, combustible, and oxidizer; identify safety principles to protect against fire and explosion; specify safe handling procedures for potentially flammable or explosive materials; recognize ignition sources; and identify proper storage of flammable and explosive materials. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Fire Safety and Prevention	This course addresses how to prevent fires and recognize fire hazards. It will also discuss what actions to take in the event of a fire, including the proper use of portable fire extinguishers. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define the chemistry of fire, recognize common fire hazards, classify types of fires and fire extinguishers, identify the general requirements of egress or exit standards, specify how to prevent workplace fires, identify how to respond to a fire, and specify the proper use of portable fire extinguishers. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
First Aid: Basic	First aid is the immediate care for victims of injuries or sudden illness, before professional medical treatment is available. It not only involves the victim's physical condition and emotional state, but the entire emergency situation. This training course will focus on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of emergency medical services (EMS). Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide you with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe how to appropriately respond to a medical emergency; state how to examine an accident victim for injuries; and recall basic first aid techniques used to treat injuries including severe bleeding, bleeding shock, fractures and dislocations of bones, and burns. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
FMLA Leave and More: An Overview of Legally Protected Leave	A sick child at home. An accident or injury. A death in the family. Notification to serve on the jury for an upcoming trial. Each of these events is part of life and can temporarily prevent an employee from being able to perform his or her job. Supervisors and managers often find themselves in the position of responding to requests for employee leave as they handle the company's day-to-day operations. It is important for managers and supervisors to understand the basic guidelines for granting leave that are established by the Family and Medical Leave Act (FMLA) and other laws. This course describes the family- and health-related situations that trigger an employee's eligibility to take leave under the FMLA. It also explores the other types of leave which are protected by law and examines the criteria for leave entitlement. This course incorporates the FMLA regulations issued by the US Department of Labor, which took effect on March 8, 2013. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Foodservice Worker Safety	There are hazards in every workplace. For young and inexperienced workers, food preparation jobs in restaurants, cafeterias, hotels, or schools are often their first jobs. This course explains many of the hazards that employees in the food services industry may be exposed to, including ergonomics, kitchen equipment, fire safety, machine guarding, slips, trips and falls, sharps, burns, and electrical safety. You will learn principles and best practices for avoiding these types of hazards in your workplace.
Forklift Operation 2: Stability and Capacity	Forklift operation is a specialized job that requires operators to receive specific training. For instance, before operating a forklift, operators need to be familiar with its capabilities and limitations. This course specifies where to find information on safe forklift operation, and explains what this information means. It shows how features of forklift design impact forklift stability and capacity, and emphasizes that operators must be trained to safely operate forklifts according to their specific designs. The course highlights the concept of the stability triangle to help operators understand specific stability concerns presented by different load types, and shows how to safely accommodate these loads to avoid tipovers and falling loads. Finally, the course uses a field calculation to estimate safe load capacity for situations when a load exceeds the forklift's stated capacity. Forklift Operation 2: Stability and Capacity was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Forklift Operation 3: Load Handling	Forklifts are an important tool used in many industries, but they present many hazards to their operators. The good news is that many of these hazards can be avoided, if not eliminated, when operators are trained to properly operate and load a forklift. Some basic practices can be used to improve safe load handling â€" for example, positioning the forks as far under the load as possible. More specific practices for approaching, lifting, and lowering a load can also help forklift operators improve load handing safety, as they perform each of these actions. Armed with this knowledge, forklift operators will be better prepared to safely load the forklifts they operate. Forklift Operation 3: Load Handling was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Forklift Operation 4: Traveling and Maneuvering	Safely traveling with and maneuvering a forklift, like most equipment, requires some special considerations. Forklift operators who know how to safely travel with and maneuver a forklift can protect themselves, pedestrians in the workplace, and the loads carried on forklifts. The specific guidelines provided in this course will protect operators from the hazards of traveling with and maneuvering a forklift. The course offers instructions on how to mount and dismount a forklift properly; on traveling with a load over uneven paths, inclines, and other potentially unstable surfaces; and on maneuvering safely when forklifts start, stop, and change direction. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Forklift Operator: Safety Inspection and Maintenance	Forklifts are used in many industries, and operating them safely is paramount to the safety of both forklift operators and their fellow employees. In this course, you will learn when and how to inspect a forklift and what to do in the event an equipment problem is discovered. You will also learn the necessary precautions to take and procedures to follow when refueling gasoline, diesel, and propane-powered forklifts and when changing or recharging battery-powered units. You will also learn about the health hazards you may face as a result of working with or around forklifts. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Forklift Safety Awareness	The purpose of this training is to help you become a qualified forklift operator; one who has the skills and knowledge to operate a lift truck in a safe and proper manner. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize general engineering and capacity principles associated with forklift safety; identify factors that lead to forklifts tipping over; distinguish between safe and unsafe forklift operations; describe the differences between driving an automobile and a forklift; identify general loading and unloading principles associated with forklift safety; specify safe refueling and recharging procedures; and list the steps to perform in walk-around and sit-down inspections. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Formatting E-mail and Configuring Message Options in Outlook 2013	The default installation of Outlook 2013 allows you to easily send and receive messages among colleagues and friends. There are, however, many options that help you make creative, more visually appealing messages, as well as options that change how messages are sent. This course discusses sending e-mail in different message formats as well as formatting options that can be applied to the text and background of an e-mail. Also covered are how to check your message's spelling and grammar, how to track outgoing messages, how to add voting buttons, and how to set importance and sensitivity options. This course will help prepare learners for the Microsoft Certification Exam 77-423: Outlook 2013 which certifies individuals as Microsoft Office Specialist (MOS): Outlook 2013.
Global Antitrust	What is the scope of global antitrust and competition legislation? It might be different from what you think. While antitrust and competition laws do apply to corporate-level mergers and acquisitions, they also impact proposals you might be drafting or bids you're submitting. If you're regularly involved in sales transactions with international clients or partners, an understanding of the standards and reach of antitrust laws is essential. In this course, you will learn about the principles of antitrust and competition legislation that apply in international settings. You'll also learn how to recognize and avoid common violations and the triggers for seeking further assistance. This course was developed with subject matter support provided by Davenport Lyons. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

Course	Description
Global Insider Dealing	Illegal insider dealing can have serious costs for individuals and their organizations. This course will help you recognize ways in which inside information can be misused for illegal securities trading. It will also introduce you to the consequences that illegal insider dealing can have for individuals and their companies, and describe when and why you should report suspicious activities. This course was developed with subject matter support provided by Davenport Lyons. The course materials and content have been prepared to reflect general principles of illegal insider dealing and are not specific to any particular legal jurisdiction. Furthermore, please note that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, a lawyer-client relationship. Readers should not act upon this information without seeking independent legal advice.
Hand and Power Tool Safety	A variety of handheld tools are used in the workplace. This course will provide an understanding of the potential hazards associated with the use of hand tools and power tools, as well as the safety precautions required to prevent those hazards from occurring. Power tool hazards are addressed in the course by relating them to the power source used in them: pneumatic, liquid fuel, hydraulic, or powder-actuated. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to identify general power tool safety precautions; define the purpose and correct usage of guards; specify which tools are equipped with safety switches; identify specific hazards and control measures related to the use of electric tools; recognize specific hazards and control measures related to the use of power grinders; understand specific hazards and control measures related to the use of pneumatic tools; identify specific hazards and control measures related to the use of powder-actuated tools; and identify specific hazards and control measures related to the use of hydraulic jacks. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Harassment Prevention for Employees - Higher Education Edition	Harassment at work can have a corrosive effect on an educational institution's culture and can lead to low associate morale, reduced productivity, and even criminal liability. Focusing on the forms of harassment prohibited by federal law, this course will provide an overview of the types of behaviors that can give rise to harassment claims, including those based on gender, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your school who is trained in this field. Please note that course materials and contents are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation, or constitute as legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Harassment Prevention for Managers - Higher Education Edition	
Hazard Communication (HAZWOPER)	This training discusses programs and procedures dealing with chemical hazards as stated in OSHA Regulation 29 CFR 1910.1200, the Hazard Communication Standard. This training is geared toward employees who are actively involved in cleanup activities. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify employer responsibilities and employee responsibilities under the Hazard Communication Standard, describe methods used to detect hazardous materials in the workplace, identify categories of chemical hazards, describe health effects associated with hazardous chemicals, and list methods used to control hazardous chemicals. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Hazard Communication: An Employee's Right to Know	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and dispose of hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the routes of chemical entry into the body, define various categories of chemical hazards, interpret information commonly found in a Safety Data Sheet (SDS), and identify types of controls commonly used to reduce or eliminate contact with hazardous materials in the workplace. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Hazardous Weather Driving for Commercial Vehicle Operators	
Hazards to Outdoor Workers	Not every job takes place in a comfortable climate-controlled office. For many people, working in the outdoors is a large part of their work. From agriculture to forestry to ecology to construction, outdoor work plays a major role in the nation's economy. The Occupational Safety and Health Administration, or OSHA, requires that employees be trained to recognize and avoid workplace hazards, including those that occur outdoors. This course will introduce you to the physical and biological hazards of working outdoors. You'll learn about physical hazards such as noise exposure and risk of injury from traffic and heavy equipment. You'll discover the effects of extreme heat and cold on outdoor workers, and controls for preventing damage from extreme temperatures, and about the different types of adverse weather hazards experienced by outdoor workers. You'll also learn about biological hazards including causes and prevention of vector-borne diseases, and how to identify and avoid poisonous plants and wildlife hazards. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Hearing Conservation	This training course will provide information to help you prevent noise-induced hearing loss. It will also explain the purpose and components of a hearing conservation program including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe the effects of noise on hearing; discuss the components of OSHA's Hearing Conservation Program â€" noise monitoring, hearing tests, training, and hearing protection; and specify the proper selection, fitting, use, and care of hearing protectors. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Hearing Conservation - Canada	This training course will provide information to help you prevent noise-induced hearing loss. It will also explain the purpose and components of a hearing conservation program, including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of this course are to describe the effects of noise on hearing; discuss relevant components of the various provincial, territorial, and federal legislation; define the components of an effective hearing conservation program â€" noise assessment, control methods (engineering, administrative, and personal protective equipment), audiometry (hearing tests), and training; and specify the proper selection, fitting, use, and care of hearing protectors. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health, and safety consulting firm with offices across Canada.
HIPAA â€" Privacy Rule for Business	
HIPAA - Privacy Rule for Covered Entities	
HIPAA - Security Rule for Business	
HIPAA - Security Rule for Covered Entities	
Hydrogen Sulfide	This course is designed to provide an awareness of hazards associated with hydrogen sulfide gas, as well as methods to detect and minimize exposure to the gas. The content of the course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to recognize the hazardous characteristics and exposure limits of hydrogen sulfide, describe the detection equipment and methods, recognize the symptoms of exposure to the gas, and learn the precautions to take during an emergency. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Industrial Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in industrial work settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms related to the study of ergonomics, recognize the general requirements of the ergonomics standard, recognize signs and symptoms of injury to the muscles and skeleton and the importance of early reporting, identify risk factors for injury to the muscles and skeleton, specify controls and work practices to reduce or eliminate risk factors for injury to the muscles and skeleton, and specify how to report MSD signs, symptoms, and hazards in your job and how the employer is required to address them. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Injury and Illness Prevention Program (I2P2)	In the years since the introduction of the OSH Act, employers in the United States have seen a significant drop in the number of workplace injuries and deaths. However, the number of employee injuries and deaths remains unacceptable. In an effort to further encourage prevention and bring these numbers down, OSHA is working to implement Injury and Illness Prevention Program (I2P2) regulations that will require employers to implement and maintain an I2P2. However, working to implement an I2P2 now, instead of waiting for the regulation, has several benefits. First, your organization will be ready when OSHA's regulations do come into effect. Second, and perhaps more important, an I2P2 will help your organization prevent workplace injuries, illnesses, and fatalities, thereby protecting your employees and reducing the costs of responding to these incidences. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Inserting and Formatting Graphics in Word 2013	To add to a Word 2013 document's visual appeal, you can choose from a number of types of images and explanatory graphical lists. You can make eye-catching changes by simply adding your own pictures or choose clip art from Office.com. This course explains how to add pictures, shapes, WordArt, SmartArt, screenshots, text boxes, and even online video to documents. It also covers how to stylize and caption any of these graphical objects. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Job Hazard Analysis	This course is intended to provide information that will help improve the quality of work environments, reduce absenteeism, help maintain a healthier workforce, reduce injury and illness rates, and make workers feel good about their work. This course was specifically designed for supervisors and managers to help enhance existing techniques in job hazard analysis. The content of this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of this course are to define job hazard analysis, identify jobs to select for analysis, recognize questions that should be asked when conducting an analysis, and describe the steps involved in an analysis. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Ladder and Scaffolding Safety - Canada	This course is designed to educate workers to recognize the hazards associated with ladders, stairways, and scaffolds used at work sites, and to make them aware of procedures to control and minimize these hazards. The content in this course is designed to comply with the directions of the applicable regulatory requirements. Learners will be given information on how to identify the types of portable ladders and their use, capacities, and safety considerations, as well as to describe the specific use, capacities, and safety features of fixed ladders. Learners will also be given information on how to specify proper guidelines for ladder maintenance and to identify general scaffold requirements and safety considerations. The learning objectives of this course are to identify safe practices when working with a ladder; identify the types of fixed and portable ladders and their use, capacities, and safety considerations; identify the correct distance from a wall to place a ladder using the 4-to-1 rule; state proper guidelines for ladder care and maintenance; identify the hazards commonly associated with scaffolding; and identify safe work practices that prevent falls and prevent objects falling from scaffolding. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health, and safety consulting firm with offices across Canada.
Ladder Safety	This course provides information about the safe use of portable and fixed ladders. The intent of the course is to provide the learner with information about the hazards involved with the use of ladders and control methods that will greatly reduce these hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify hazards related to the general use of ladders and how to control these hazards, describe the types of portable ladders and their use, capacities, and safety considerations, describe the specific use, capacities, and safety features of fixed ladders, and specify proper guidelines for ladder care and maintenance. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Linux User Notification and Device Management	Because Linux and UNIX were designed from inception as multi-user operating systems, there is often the need for a system administrator to provide information about system status and future availability to all users. Rather than send an e-mail to all users, Linux provides facilities for an administrator to post public notices and messages for all users to see. This course covers the methods available to a system administrator for user notification. This course also demonstrates the system used by Linux to detect and initialize hardware devices on the system - both those found during boot up, as well as those plugged in later such as USB flash drives. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Liquefied Petroleum Gas (LPG) Safety	This course will provide you with an understanding of the hazards, characteristics, handling, storage, and methods of detection associated with liquefied petroleum gas (LPG). It provides general knowledge of the hazards associated with exposure and requirements to reduce or eliminate exposure and mitigate the hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: recognize characteristics of LPG, describe proper handling and storage of LPG cylinders, state appropriate leak detection methods, and specify what to do in case of a fire emergency. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Loading Dock Safety	Typically, loading docks are busy areas where equipment, such as forklifts, is used to move materials and freight onto or off of trailers. Special attention is needed in these areas to ensure the safety of the workers involved in loading and unloading trailers. In addition to forklift tipovers, its also important to make sure forklifts don't slip or skid off elevated docks, fall between the dock and the trailer, or hit the trailer. Avoiding these types of hazards will help keep everyone involved with loading and unloading trailers safe. This course is designed to help you understand how to make sure the loading dock is safe. First to be covered are OSHA's requirements for both forklift operators and working surfaces in loading areas. Basic and best practices for avoiding hazards while on the dock and during the loading and unloading of the trailer and inspection methods to follow before entering suspension-type highways trailers, in particular, are explained. Combined, this information will help you keep the loading dock and loading dock activities safe for all those involved with loading and unloading trailers. Loading Dock Safety was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

Course	Description
Lockout/Tagout	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout permit. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms commonly used in a lockout/tagout program, describe specific lockout/tagout techniques commonly used in a lockout/tagout program, and recall standard lockout/tagout procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Lockout/Tagout â€" Canada	This course provides information about control of hazardous energy and work under the protection of a Lockout/Tagout permit. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learners will be provided with terms commonly used in a lockout/tagout program, information on specific lockout/tagout techniques commonly used in a lockout/tagout program, and a description of standard lockout/tagout procedures. Learner objectives are to define terms commonly used in a lockout/tagout program, identify the responsibilities of an authorized individual, and identify standard techniques and procedures commonly used in a lockout/tagout program. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental health and safety consulting firm with offices across Canada.
Machine Guarding	This course will provide definitions, general requirements, and requirements for different kinds of machinery concerning the Machine Guarding Program. It will provide general discussion of various guarding methods, as well as defining terms associated with machine guarding. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify where mechanical hazards exist, identify the motions and actions of mechanical hazards, specify the hazards created by different kinds of motions, describe the minimum requirements that must be met by all safeguards, recognize the advantages and disadvantages of guard construction, and identify the different types of safeguard devices and guards. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Mail Automation, Cleanup, and Storage in Outlook 2013	Outlook 2013 contains a range of features to help manage the large volume of e-mail that many users receive on a daily basis. This course discusses managing e-mail messages with rules as well as configuring rules for automatic replies. It also cover options for managing junk mail and it discusses the cleanup tools available in Outlook 2013. This course will help prepare learners for the Microsoft Certification Exam 77-423: Outlook 2013 which certifies individuals as Microsoft Office Specialist (MOS): Outlook 2013.
Making the Cold Call	
Management and Customization in Outlook 2013	Outlook 2013 provides a range of search functions as well as functions to flag and categorize Outlook items. The Outlook 2013 environment itself is also customizable. So in addition to controlling items within Outlook, you can configure Outlook itself to suit the way you work. The course covers how to use the Instant Search feature, which allows you to instantly find e-mail messages, and how to refine your searches in Outlook 2013. It covers the creation of Search folders, which is a type of virtual folder used to automatically organize messages in Outlook. Options that allow you to categorize and flag messages are also discussed. You will learn how to create and use local folders, and use the Note and Journal management tools. In this course, you will also learn how to customize the content panes in Outlook, how to customize views, add an account, and configure Outlook options. This course will help prepare learners for the Microsoft Certification Exam 77-423: Outlook 2013 which certifies individuals as Microsoft Office Specialist (MOS): Outlook 2013.
Managing a Sales Pipeline	
Managing Templates, Views, and Versioning in SharePoint 2013	SharePoint 2013 is highly configurable and you can tweak your settings to manage even the way in which the information is presented. This course demonstrates how to manage list views so you can view more types of metadata about a particular item, the creator or the last modified date, for example. The course also shows you how to manage your document templates so that a document library's users can create Excel files by default, for example. In addition, it walks through enabling versioning and teaches you how to enable ratings and content validation, and how to publish assets in SharePoint 2013. It also instructs you on working with content types and column properties so libraries can support more types of files and SharePoint stores more metadata associated with the file types supported. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Managing Web Parts, Users, and Groups in SharePoint 2013	You can use the features of SharePoint 2013 to manage a page's Web Parts and a site's apps so the end result is a highly configurable collection of sites. This course explores adding and configuring Web Parts on personal My Site pages, and how to hide, remove, and export those Web Parts. It also delves into the process of downloading an app from the SharePoint Store. Another essential component of SharePoint 2013 is its array of user and group configuration tools. The course walks you through creating a group, adding users to a group, changing group permissions, and viewing a list of user alerts. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Manipulating Data in Excel 2013	Excel 2013 provides multiple features for organizing and managing data, including sorting and filtering tools that are essential to data analysis. Using data organization features, you can sort, filter, and group and outline data so that you can focus on its key parts. Properly arranged data using the commands in the Data tab allows you to present your data in a logical and easy to understand manner. This course explores organizing data in Excel 2013 using the built-in features. It also covers converting text to columns for easy of splitting text. This course will help prepare learners for the Microsoft Certification Exam 77-420: Excel 2013 which certifies individuals as Microsoft Office Specialist (MOS): Excel 2013.
Mentoring 77-420 Excel 2013	
Mentoring 77-427 Excel 2013 Expert Part	
Mentoring BH0-010 Certified Tester Foundation Level	
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Create Basic Packages	ETL, extract, transform, and load, is the main process in data warehousing solutions. It facilitates the transfer of the data from a source to a destination, which may also evolve transforming the data during the process. This course discusses the ETL process and how it can be implemented and demonstrates how to create simple SSIS packages that use the Data Flow Task in SQL Server Data tools, SSDT. During the demonstration, how to use connection managers to specify the source and destinations for the data is also covered, as well as how to use other tasks to transform the data before it is extracted. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Custom Components	SQL Server Integration Services (SSIS) is an extensible platform for creating data integration and workflow solutions. SSIS is extensible because developers have the ability to create custom components if the integrated components do not suit their needs. In this course we cover how to develop and install custom components and implement script tasks. Also discussed are the different types of Slowly Changing Dimensions (SCD), and how to manage data that slowly changes over time. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Design and Deployment	This course discusses what a data warehouse database is and how it is used to create reports and aggregate data, the types of schemas and tables that are created within it. This course also covers how to create dimension and fact tables, and how to improve performance of a data warehouse database using indexes, partitions, data compression, and columnstore indexes. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: DQS and MDS Solutions	For anyone that is creating a data warehouse data quality should be one of the top priorities. In order to trust the results of data analysis high quality data is essential. Data Quality Services (DQS) is a feature of SQL Server 2012 that can help you find duplicate data entries and identify invalid data values while automatically correcting them.Master Data Services (MDS) is another feature of SQL Server 2012 that enables you to enforce data validation and rules to ensure consistency in your data. This course discusses strategies for usingboth of these technologies in the enterprisedemonstrates the steps to configure the product.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Enhancing Packages	SSIS in SQL Server 2012 allows for dynamic packagesand to enable values within the package to be manually set depending on your requirements at execution time. SQL Server 2012 allows for the use of parameters, variables, and expressions to create dynamic packages. In SQL Server 2012 you can also perform data mining and text mining to find patterns and rules within the data being analysed. This course discusses and shows how to use parameters, variables, expressions, and event handlers to create dynamic SSIS packages. It also discusses and shows how to use the Data Mining Query, Term Extraction, Term Lookup, and Percentage Sampling transformations. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: ETL Solutions	To create complex ETL solutions you can use control flow and data flow. Control flow consists of three elements: containers, tasks, and precedence constraints, which can be used to provide structure, functionality, and order of operations in the control flow. By using the control flow Data Flow Task, data flow can be implemented into the SSIS package to specify the source of the data, how the data should be transformed, and then the data destination. This course discusses and show how to design and implement the control flow elements. It also explains the different types of transformations to transform the data and how to implement them on the data that is extracted for the source. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Installing SSIS	SQL Server Integration Services (SSIS) is a component of SQL Server 2012, that for used for data extraction, transformation, and loading (ETL). SSIS can be installed during the SQL Server 2012 installation or as a separate component later on. Before installing SSIS there are a number of installation considerations that must be addressed first. This includes upgrading from previous versions of SQL, the use of Windows 32-bit or 64-bit and various security requirements. These topics are discussed in the course, along with topics on packaging, deploying and executing SSIS packages.
Microsoft SQL Server 2012 â€" Implementing a Data Warehouse: Troubleshooting	SQL Server Integrations Services and SQL Server Data Tools both offer tools and techniques to troubleshoot, optimize, and audit SSIS solutions. This course discusses how to debug and troubleshoot packages at the design and production level using techniques such as data viewers, data taps, and reports. It also discussion using reports, as well as execution trees and backpressure to view performance information and how to implement auditing at different levels. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft SQL Server 2012 exam 70-463:Implementing a Data Warehouse with Microsoft SQL Server 2012. This exam is one of the requirements for the MCSA: SQL Server 2012, MCSE: Data Platform, and MCSE: Business Intelligence certification paths.
Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript	This course covers concepts in JavaScript object-oriented programming and HTML5 form creation and validation. Instruction is provided for implementing JavaScript objects and methods, as well as for creating HTML5 forms and validating them using both JavaScript and new HTML5 form attributes.
Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	Working with Web applications often requires the accessing, transmission and security of data. From server to client and back again, secure data transfer is one of the many powerful features of the Web. When programming data transfers, application developers need to understand the several technologies, particularly JavaScript Object Notation (JSON), AJAX (Asynchronous JavaScript and XML), and related technologies. This course introduces learners to the consumption of data using JSON, and XML, AJAX, and retrieving data with XMLHTTPRequest. It also considers the serialization and deserialization of data, sending and tracking data, submitting data using the FormSubmit method, parsing data, using XMLHTTPRequest to send data, and using URI/form encoding to "sanitize" data. This course is the seventh in a series in the SkillSoft learning path that covers the objectives for the Exam 70-480: Programming in HTML5 with JavaScript and CSS3. Passing this exam will earn the learner the Programming in HTML5 with JavaScript and CSS3 Specialist certification.
Microsoft Visual Studio 2012: HTML5 and JavaScript	JavaScript is a powerful client-side programming languagethat can be used to implement interactivity, graphics and animation, and other useful features that make the modern Web application function in much the same way as desktop applications. This course introduces the learner to JavaScript, providing a brief history of the language and how it differs from other object-oriented programming (OOP) languages like Java. The course considers how JavaScript can be used with HTML5, the importance of browser compatibility, and how different browsers handle JavaScript. The course then discusses the basic syntax of JavaScript, JavaScript variables, undefined and null values, and objects and arrays. JavaScript assignment operators, arithmetic operators, comparison and logical operators, andmath objects are also considered. Then, JavaScript statements are discussed, specifically conditional statements, loops, and arrays. Inline and external JavaScript, integration of frameworks, and functions are also covered. Finally, the course introduces HTML's native graphics using the HTML5 canvas and SVG Graphics. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-480: Programming in HTML5 with JavaScript and CSS3. Passing this exam will earn the learner the Programming in HTML5 with JavaScript and CSS3 Specialist certification.
Microsoft Visual Studio 2012: HTML5 APIs and Local Storage	One of the many powerful features of HTML5 is the inclusion of native APIs â€" application programmer interfaces â€" which simplify the development process, eliminate the need for third-party plugins, and provide a common set of methods that programmers can use to develop feature-rich, standalone web applications. This course introduces learners to some of the notable APIs, including the Selectors API, the Drag and Drop API, the Geolocation API. It also discusses working with HTML5's Audio and Video APIs, the File and Storage APIs, and creating offline applications using the ApplicationCache API. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-480: Programming in HTML5 with JavaScript and CSS3. Passing this exam will earn the learner the Programming in HTML5 with JavaScript and CSS3 Specialist certification.
Microsoft Visual Studio 2012: HTML5 Graphics and Animation	This course covers concepts in using the HTML5 Canvas and implementing SVG to create and/or modify graphics for an HTML5 application, in addition to concepts in applying CSS transitions and 2-D or 3-D transformations.
Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs	This course covers advanced techniques in styling HTML5 text and block properties, using CSS3 selectors with jQuery, using custom fonts and flexible grid layouts, and implementing adaptive user interfaces.
Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3	This course introduces the key new features of HTML5 and CSS3, and how to apply these features to create a simple HTML5 web application styled with CSS3. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-480: Programming in HTML5 with JavaScript and CSS3. Passing this exam will earn the learner the Programming in HTML5 with JavaScript and CSS3 Specialist certification.
Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	This course covers the use of the HTML5 Web Socket API for implementing fast, lightweight web-based communications, as well as utilizing HTML5 Web Workers to implement efficient multithread processing in web-based applications.

Modifying Tables in Access 2013	Microsoft Office Access 2013 makes it easy for you to modify database tables. It allows you to customize the table fields, and control and restrict data entry. You can modify the records and sort and filter them. And, you can also customize the visual appeal by formatting the table. This course explores ways to modify tables. It will cover creating and modifying fields, controlling data entry with required fields, indexing, input masks, and data validation rules. The course will also cover ways manage records including adding, updating, deleting records, as well as sorting and filtering. Finally, it will cover ways to format a table.
My Site and Social Features in SharePoint 2013	In SharePoint 2013 social networking and collaboration have become even more of a focus. With the changes to My Site - now consisting of the NewsFeed, SkyDrive, and Sites pages - you have a number of social networking features and organizational efficiencies at your fingertips. This course explores how to configure My Site, including how to access your About Me page and edit your profile to include additional information. It also covers the use of the SkyDrive and Sites pages for managing files and collaboration. In addition, this course demonstrates how to create and manage blog posts, enabling efficient sharing of information with colleagues. Using tags and notes to classify and organize content and using the Newsfeed to keep track of activity on sites, people, tags, and documents you follow are also covered. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Navigating and Reviewing Documents in Word 2013	Word 2013 offers a number of features that make it easier to navigate, search, and review your documents. Using the Navigation pane and the Find and Replace feature, you can quickly locate a specific term within a document, replace any or all instances of terms, or move to a specific heading, section, page, graphic, and more. To help you create professional documents, free of spelling and grammatical errors, you can make use of the AutoCorrect options, and customize spelling and grammar options to suit your needs. When collaborating on documents, you can use the numerous reviewing features to easily track changes and manage comments. This course explores how to search and navigate within a document, reorganize document headings, configure AutoCorrect settings, and customize grammar and spelling options. Working with comments, tracking changes, and reviewing markup are also covered. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013	SharePoint 2013, the new release of Microsoft's popular file storage and collaboration platform, offers a number of new and enhanced features to increase efficiency and organization across users and locations. SharePoint lists allow you to keep track of important workplace elements, such as tasks and contacts, and are fully customizable to suit the needs of your organization. Organize, track, and share files across users and locations by storing them in document libraries, or organize related files further into document sets. Stay in tune with the pulse of your organization by creating alerts on SharePoint items and getting e-mail or text alerts when they change. This course covers how to navigate within the SharePoint 2013 interface using the Quick Launch and top link bar, as well as the Settings menu and the Newsfeed, SkyDrive, and Sites tabs. It also explores list and library management, including adding new items, adjusting item properties, and removing items. It demonstrates how to set alerts on list and libraries, as well as how to set an alert on search query results. Creating and adding files to document sets is also covered. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Office Safety	This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards, and office accidents and injuries such as electrical shock and falls. The content of this course is designed to comply with the applicable regulatory requirements. The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain, and electrical shocks. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Performing Basic Tasks in Word 2013	Microsoft Word 2013, the latest offering of Microsoft's popular word processing software, offers a variety of features that enable you to create well organized, visually appealing, and professional documents. This course introduces and demonstrates commonly-used Word tasks, such as creating documents, entering and editing text, cutting, copying, and pasting, and saving and printing documents.
Powered Industrial Truck Safety	This course is designed for personnel who work with or around power-propelled trucks (also called forklifts) that are used to carry, push, pull, lift, stack, or tier materials. The course will better familiarize the worker with the potential health and safety concerns associated with powered industrial trucks. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to explain the purpose of the Powered Industrial Truck standard (29 CFR 1910.178); define operator training requirements for powered industrial trucks; distinguish between the different types of powered industrial trucks; recognize general engineering principles associated with powered industrial truck safety; distinguish potential occupational health and safety concerns associated with the use and maintenance of powered industrial trucks; describe safe loading and unloading methods; and identify general inspection and maintenance procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Radiation Safety	This course is designed to familiarize you with the health implications associated with ionizing radiation, and measures that can be used to protect you from radiation exposure. There is a significant health risk to workers if radiation sources are not properly controlled. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: identify the various types of ionizing radiation, recognize sources of radiation exposure, identify the possible effects of radiation exposure on your health, specify the methods and instruments used to detect ionizing radiation, specify measures to protect workers, and define both sealed and unsealed sources of ionizing radiation. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Radio Frequency Safety for Communications Workers	Working with an unseen hazard, like radio frequency energy, can cause you to underestimate the seriousness of the threat you face. Even though the owner of the source of radio frequency energy or your employer is responsible for your safety, it's important that you be prepared to protect yourself. The best way to protect yourself from radio frequency energy exposure is to understand the threat and know what to do to eliminate or minimize your exposure. Knowing what radio frequency energy is, where it originates, what are its sources, and its possible biological effects will help you protect yourself. Familiarity with the standards and regulations that have been developed to limit your exposure can help you make sure they are in place where you work. Finally, specific measures are used to protect against radio frequency exposure on cellular sites, so you can protect yourself by knowing what to look for at these sites. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Reference Tools and Mail Merge in Word 2013	Word 2013 offers a variety of features that let you quickly add reference document elements often found in formal, published papers. This course explores endnotes, footnotes, how to build and update a table of contents, and citations, cross-references, and bibliographies. The course also delves into how to perform a mail merge manually or by following along with a step-by-step wizard. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Regaining Your Customer's Trust	
Regulatory Information	Essentially, all workplaces have safety and health standards that have been imposed by federal and state authorities. The intent of these workplace standards and requirements is to protect the health and welfare of individual employees. This course will explain how safety requirements for workplaces are established and how they are enforced. The training will also discuss important regulatory agencies and their jurisdictions. The content in this course is designed to comply with the intent of the applicable regulatory requirements. You will learn about the scope and purpose of the Occupational Safety and Health Administration, how regulatory standards are established, OSHA inspection and enforcement methods, and other organizations that establish safety regulations that impact the workplace. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Resource Management in Project 2013	One of the most important aspects to a successful project is assigning the right resources to the right tasks at the right time. Microsoft Project 2013 makes it simple and easy to manage your project resources. This course covers how to enter resource information for your project , including human resources, equipment, and materials needed to complete the work. You will also learn how to add cost information for your tasks and how to assign resources to tasks. Finally, this course provides strategies for identifying and resolving common project resource issues using Project 2013.
Respiratory Protection	This course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation. Learner objectives are to recognize why respiratory protection is necessary; distinguish between employee and employer responsibilities for respiratory protection; identify the nature, extent, and effects of respiratory hazards to which you may be exposed; specify the operation, limitations, and capabilities of respirators; identify respirator selection procedures and practices; specify proper respirator use and inspection practices; recognize proper respirator maintenance, cleaning, and storage practices; and identify respirator malfunction and follow-up procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Respiratory Protection - Canada	This one-hour course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. This course also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation. Learners will be provided information to help them recognize why respiratory protection is necessary, how to distinguish employee and employer responsibilities for respiratory protection, and how to identify the nature, extent, and effects of respiratory hazards to which they may be exposed. Learners will also be shown how to specify the operation, limitations, and capabilities of respirators, how to identify respirator selection procedures and practices, how to specify proper respirator use and inspection practices, how to recognize proper respirator maintenance, cleaning, and storage practices, and how to identify respirator malfunction and follow-up procedures. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Responding to Bad News	
Responding to News of a Lost Sale	
Reviewing and Protecting Content in Excel 2013	Excel 2013 provides tools that allow you to manage multiple workbooks as well review and protect them while creating and sharing content. You can consolidate data, control recalculation, merge and manage versions of a workbook. Excel also provides the track changes feature allowing you to track, accept, or reject changes. When reviewing comments, you can edit, add, or delete comments. In addition, the spell checker reviews the spelling and allows you to change, ignore, or add to the dictionary. Finally, Excel allows you to protect a range, worksheet, or workbook with a password. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Rigging Equipment and Inspection	Securing, lifting, and moving materials can be a hazardous occupation. It's important workers involved with hoisting and rigging activities are aware of the elements of safe rigging practice as outlined by OSHA's safety regulations and standards. In this course, you'll learn about using rigging in a safe and responsible manner. Learner objectives are to identify rigging hazards and the PPE used to protect against those hazards, and to recognize the proper selection, inspection, and storage of rigging equipment. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Scissor Lifts	Scissor lifts are powered, mobile devices that raise personnel vertically to allow them to safely reach a pre-determined working height. But, as with any heavy equipment, scissor lifts can be very dangerous if used without due care and attention. This course will teach you how to inspect your lift and the work area, understand the physical hazards involved in working with a scissor lift, and what the standard safety features of a scissor lift are. You'll also learn about the basic training requirements stipulated by OSHA and some general best practices for operating scissors lifts. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Selling with Trust	
Sharing and Collaboration in Word 2013	Word 2013 enables you to share and collaborate on documents in a variety of ways. To protect a document you can mark it as final, making it read only, you can add a password to the document, and you can edit who changes the document, and what changes they can make. This course explores these concepts along with restoring draft versions of documents and sharing documents via e-mail or SkyDrive. It also examines working with PDF documents in Word and working with blogs. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Sharing and Linking Data, and Adding Office Apps to Excel 2013	Excel 2013 provides tools to allow you to share workbooks, connect to external data, and add Office Apps. You can log into Office using an Office 365 Organizational ID or Microsoft account, allowing you to carry your personalized Office settings with you. You can add online services including SkyDrive and SharePoint storage, as well as Microsoft accounts to access and share your images and videos with social media sites. This course will show you how to link to external data including Access databases and other Excel workbooks. Finally, it will show you how to add Office Apps from the Office Store to extend the functionality of Excel, on demand. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013	Today people can share and send the development of PowerPoint presentations in new and exciting ways. With the proper technological infrastructure in place, Microsoft PowerPoint Web App extends your Microsoft PowerPoint experience of the Web, where you can work with presentations directly on the web site where the presentation is stored. An alternative to sharing a presentation with other team members is to share or send the presentation as an e-mail attachment, send it by instant message, or save it to your SkyDrive Account or to Office 365 SharePoint . You can also export your presentation by creating a video, creating handouts, or packaging the presentation on a CD. This course explores the different methods of printing, protecting, and delivering presentations including how to use PowerPoint 2013 Presenter View, which includes tools such as highlighters and laser pointers, and how to present online using Microsoft Lync and Office Presentation Service. This course will help prepare learners for the Microsoft Certification Exam 77-422: PowerPoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): PowerPoint 2013.
Silica	Silica exposure is a threat for approximately two million US workers and is especially dangerous for more than 100,000 workers who make up the nation's stonecutters, foundry workers, sandblasters, and rock drillers. Crystalline silica is classified as a human lung carcinogen and is known to cause respiratory diseases, including an especially damaging one â€" silicosis. Effective measures are available to protect workers from exposure to and reduce and prevent its potentially devastating health effects. It's important that employees recognize the potential hazards of silica exposure so they can protect themselves. This course covers hazard recognition, potential health threats, exposure prevention, and control. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Site Safety and Health Plan Procedures (HAZWOPER)	This training is designed to provide on-site and off-site employees with information on the company's site safety and health plan. A site safety plan establishes policies and procedures to protect workers and the public from potential hazards posed by a hazardous waste site. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: identify the purpose of personnel organizational structure associated with a site safety and health plan, identify the purpose of a work plan, identify the requirements of a site safety and health plan, identify the purpose and provisions of a site hazard assessment, identify the requirements for a personal protective equipment (PPE) program, and identify the purpose and provisions of site control and standard operating procedures (SOPs). This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

Course	Description
Slips, Trips, and Falls	Slips, trips, and falls constitute the majority of general industry accidents. They cause 15% of all accidental deaths and are second only to motor vehicles as a cause of fatalities from accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to list injuries that can result from slips, trips, and falls; identify fall hazards in the work area; describe the proper use of a ladder; specify how to set up a ladder; list tips to prevent injuries on stairs; describe how to minimize walkway hazards; and list contributing factors to slips, trips, and falls. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Structuring a Document in Word 2013	Within Word 2013, there are numerous options that allow you to customize how the contents of your documents appear. Items like page margins, paper sizes, and spacing are fully customizable. You can also add headers and footers to easily include important information on some or all of the pages in your document and add page numbers to make it easier to navigate longer documents This course demonstrates how to adjust page margins and paper size, as well as how to add, edit, and remove headers and footers. Adding page numbers, configuring indentation, and adjusting paragraph spacing are also covered.
Talking about the Competition	
Task-based Scheduling in Project 2013	Microsoft Project 2013 allows you to create your project schedule on your terms, based on the needs of your project and preferences. This course introduces the various ways of setting up project schedule information, such as defining the project start date, entering project properties, and displaying the project summary task. It also covers creating your project task structure, including adding, modifying, and deleting tasks. This course also demonstrates how to change your task mode and create milestones. Finally, this course covers how to add task constraints, dependencies and deadlines, and how to enter duration details and display warnings and suggestions about your schedule.
TestPrep 70-461 Querying Microsoft SQL Server 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep BH0-010 Certified Tester Foundation Level	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
The AODA: Customer Service and Accessibility Standard	The Accessibility for Ontarians with Disabilities Act 2005 (the AODA) is a comprehensive law designed to make Ontario completely accessible to persons with disabilities by the year 2025. The provincial government is enacting a number of Accessibility Standards as regulations under the AODA. Each Accessibility Standard is targeted at removing barriers for persons with disabilities in key areas of daily living. This course covers the Customer Service Standard, the purpose of which is to make the goods and services provided by businesses and organizations in Ontario accessible to persons with disabilities. This course covers the purpose of the AODA and the requirements of the Customer Service Standard; how to interact and communicate with people with various types of disabilities including those who use assistive devices, service animals and guide dogs, or support people; how to use equipment or devices in order to help those with disabilities access your organization's goods and services; instruction on what to do if customers are having difficulty accessing your organization's goods or services; and instruction on how to approach your organization's policies, practices, and procedures governing the provision of goods and services to people with disabilities. The information contained in these training materials is provided for general information purposes only and does not constitute legal or other professional advice. Participating in this training program or reading these training materials does not create a lawyer-client relationship with Sherrard Kuzz LLP or with any other legal provider. Participants/readers are advised to seek specific legal advice from members of Sherrard Kuzz LLP (or alternate legal counsel) in relation to any decision or course of action contemplated.
The AODA: Integrated Accessibility Standards	Created to provide a high-level awareness of an organization's obligations under the AODA's Integrated Accessibility Standards, this course includes instruction on and practical examples of the requirements of the Employment and Information & Communications Standards. This is a companion course to the previously developed Skillsoft course on the Accessibility Standards for Customer Service and is intended for employers in Ontario with 50 or more employees. The information contained in these training materials is provided for general information purposes only and does not constitute legal or other professional advice. Participating in this training program or reading these training materials does not create a lawyer-client relationship with Sherrard Kuzz LLP or with any other legal provider. Participants/readers are advised to seek specific legal advice from members of Sherrard Kuzz LLP (or alternate legal counsel) in relation to any decision or course of action contemplated.
Title 31: Filling Out CTRCs	The casino industry is a cash business that can be a target for those who want to launder money gained from illegal activities. To prevent that from happening, casinos participate in a process of tracking cash transactions, or other transactions that may look suspicious, and providing that information to law enforcement for investigative purposes. Title 31 is the law that provides casinos and investigative agencies with the tools they need to combat money laundering. Title 31 requires the completion of the Currency Transaction Report by Casinos (CTRC) form whenever there are large transactions involving currency. The form is completed whenever transactions exceed $10,000 in a single day in cash. In this course, you will learn when you should fill out a CTRC and how to complete the CTRC form.
Title 31: Identifying Suspicious Activity	Casino employees have to be aware of ways of combating the use of their casino for money laundering and other potentially illegal purposes. This course looks at a number of suspicious activities related to casinos, and includes the account of a few reported past activities. You will learn how to fill out a Suspicious Activity Report by Casinos and Card Clubs (SARC) form, and how to write a quality narrative for the narrative section of this form.
Title 31: Introduction	Casinos are famously vulnerable to financial crimes due to the inherent cash nature of their business. This course provides an overview of the types of criminal activities which can take place in the gaming industry, such as money laundering by drug traffickers, organized crime, and movement of money for terrorist financing. You will learn about the law, Title 31, that enables casinos and investigative agencies to combat money laundering, taking a look at cases in which money laundering was suspected in the casino environment and subsequently stopped by law enforcement. The requirements of Title 31 are fully explained along with how to identify suspicious activity and record transactions that don't fit the profile of legitimate gaming. Forms used in reporting, such as SARC and CTRC are described in detail including how and where to file them. An overview of FinCEN, the collection point for information related to financial crimes is given and the implications of The Patriot Act on Title 31 are also explained fully. The course then concludes with a summary of the roles played by a range of casino employees in providing valuable information when it comes to solving crimes.
Title IX for Higher Education	Every educational institution wants to foster a welcoming, supportive environment for its students. Gender equity is at the heart of a progressive culture in higher education. Title IX of the Educational Amendments of 1972 is a landmark civil rights law prohibiting discrimination in education programs and activities that receive federal funding. Sexual misconduct, including sexual harassment and sexual violence, as well as the failure to provide equal opportunity in educational and co-curricular programs including athletics are prohibited by the legislation. This course is designed for all members of the campus community who have a responsibility in helping their school develop and maintain a respectful environment. It will provide awareness-level training on avoiding, identifying, and reporting sexual discrimination, harassment, and violence, and on complying with Title IX. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Tools for Tracking Project Performance in Project 2013	An essential part of managing a project is keeping project work on track and aligned with budget, resource, and time allocations. Microsoft Project provides tools for tracking project progress, identifying any potential issues, and making adjustments as necessary. This course covers tools that allow you to easily set baselines and update project progress with percent complete and actual work complete information. This course also includes information on how to reschedule incomplete project work in Project 2013. Finally, it covers analysis tools that allow you to compare planned versus actual project progress, view critical path information, and automatically inspect all tasks to identify potential schedule conflicts.
Toxicology (HAZWOPER)	
Transport Canada TDG: Documents, Markings, and Containers	Being able to properly classify dangerous goods for transportation is a key component of TGA. The classifications, their associated safety marks and containment guidelines ensure that all parties involved in the transportation of dangerous materials are aware of what is in a shipment, and how it should be treated. This course will explain dangerous goods classes and divisions, and packing guidelines. Documentation requirements, safety marks and containment methods will also be covered. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Transport Canada TDG: Introduction and Responsibilities	The Transportation of Dangerous Goods Act (TDGA) was introduced in 1980 to ensure that people and the environment are protected during the transportation of dangerous goods in Canada. This course will teach you the basics of TDG regulations, how they classify dangerous goods, and the basics of dangerous goods transportation. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Transport Canada TDG: Related Regulations and Standards	International shipping introduces additional complexities in the transportation of dangerous goods in and out of Canada. It is important to know which country's regulations would apply in these cases. Would there be a need to satisfy several sets of regulations for one shipment? The desire to have goods move freely between countries has led to agreements between countries and the authorities regulating different modes of transport. This course explains how different jurisdictions and regulatory authorities work together to ensure the safe transport of dangerous goods in and out of Canada. This course was developed with subject matter support provided by The Pinchin Group, a global professional services company focusing on engineering, environment, health and safety, and information technology.
Transport Canada TDG: Special Situations and Emergency Actions	It's important to know how to respond to an accidental release should one occur during the transportation of dangerous goods. This course explains reporting requirements after an emergency situation, and how to put together a plan to deal with such incidents. It also covers how special provisions can be applied to specific types of shipments, and how permits can be used to transport goods within Canada involving activities that fall outside the TDG Act or Regulations. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental, health and safety consulting firm with offices across Canada.
Tuberculosis: Prevention and Control	This course will provide you with a basic understanding of tuberculosis, common modes of transmission, methods of prevention, tests used to determine TB, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to tuberculosis in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall facts associated with tuberculosis, describe common modes of transmission, state methods to prevent transmission, and list steps to take if an exposure occurs. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Universal Waste Rule Training	This course provides an overview of the federal Universal Waste Rule. This rule provides generators with a more flexible approach for managing certain widely-generated, low-risk hazardous waste streams. The flexibility is intended to encourage resource conservation, as well as the diversion of universal wastes from landfills. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the characteristics of batteries that make them a universal waste, identify basic handling requirements of lamps that qualify as universal waste, identify the hazardous waste items classified as universal waste under the Universal Waste Rule, identify the labeling and handling requirements of universal waste pesticides under the Universal Waste Rule, cite the requirements for the participants under the Universal Waste Rule, and cite the requirements for universal waste handlers under the Universal Waste Rule. Universal Waste Rule Training was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Urban Driving	Driving in urban areas presents a different set of hazards to drivers as compared to highway driving. Red lights, intersections, traffic, distracted drivers, and pedestrians are just some of the hazards the urban driver will encounter. This course will teach you how to safely drive through urban areas, how to enter and exit traffic, how to navigate intersections, and how to react to traffic signals. You'll also learn how to share the road safely with pedestrians and bicyclists. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
US Antitrust	US Supreme Court Justice Thurgood Marshall referred to antitrust laws as the 'Magna Carta of free enterprise.' Without these laws, competition would suffer and the likely results would be fewer choices, higher prices, and poor service. Who wants that? Antitrust laws not only benefit you as a consumer but also your organization, by protecting it against those who conspire to limit competition. Understanding what constitutes a violation of antitrust law can help you avoid breaching the law and saddling your organization, and yourself, with serious fines and penalties. This course describes behaviors that may violate antitrust law and explains how to respond appropriately to potential antitrust violations. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws.Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

Course	Description
US Export Controls	US firms that transact any level of business internationally must be aware of the limitations imposed by the federal government on the export of commercial and defense-related items. This course provides awareness-level training about the regulatory system for exports. It explores the agencies involved in administering and enforcing the regulations, including the Bureau of Industry and Security (BIS), the Directorate of Defense Trade Controls (DDTC), and the Office of Foreign Assets Control (OFAC), and explains how these agencies define key terminology such as 'exports' and 'foreign persons.' It also describes how to determine whether an item to be exported requires a license. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
Used Oil Management	Failure to properly dispose of used oil is a serious, but little recognized, environmental problem. This half-hour course reviews the various regulatory requirements associated with used oil management primarily from a generator's perspective. The goal of this training is to provide you with an overview of the used oil management programs and explain the different regulatory scenarios that apply to used oil. The training also provides basic information for used oil handlers whose activities are regulated by the Used Oil Management Standards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to describe what constitutes used oil and when used oil is considered hazardous waste; indicate the regulatory path that must be followed based on specific used oil mixtures; identify used oil generators and discuss the regulatory requirements they need to follow; state the used oil record-keeping, transporting, and recycling requirements; and summarize how used oil filters are managed. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Using and Configuring Search in SharePoint 2013	Having the ability to execute an effective online search has become an essential professional skill. SharePoint 2013 offers search capabilities that let you refine a search, use operators in your search to pinpoint exactly what you're looking for, and configure search settings. This course explores the search tools available in SharePoint 2013, including configuring search options, creating query rules and using promoted results, using the Refinement panel, running property and phonetic searches, and using wildcards and operators in search phrases. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Using Competitive Selling Skills	
Using Financial Functions and What-If Analysis in Excel 2013	Excel 2013 provides powerful financial functions and data-analysis tools that enable you to explore data and to make educated business decisions based on that data. Using financial functions, iterative calculations, and the Watch Window can help you make the make better financial decisions and ensure the calculations are accurate. This course will cover What-if Analysis which enables you to retrieve required results from formulas by determining the data the formula requires, forecast worksheet outcome models, and to see how changing values in formulas affect the formula results. These tools include Goal Seek, Scenario Manager, and Data Tables. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013	One of the most powerful tools that Excel 2013 provides is the collection of PivotTables, PivotCharts, and PowerPivot. These tools allow you to dynamically reorganize and display your data. They can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. You can choose and change what you want to summarize. In addition to these benefits, PowerPivot has the ability to handle huge amounts of data, quickly and easily. The course also shows how to create advanced chart elements, such as trend lines and dual axis. This course will help prepare learners for the Microsoft Certification Exam 77-421: Excel 2013 Expert which certifies individuals as Microsoft Office Specialist (MOS): Excel Expert 2013.
Using Tables in Word 2013	Tables are a great way of sorting and organizing data to make it easier to read and analyze. In Word 2013, you can create tables in a variety of ways, either using the ribbon to specify the number of columns and rows required, drawing a table and customizing it as needed, or converting existing text to a table. Once you've created a table, there are many options available to customize its overall appearance. You can add and remove cells, columns, and rows as needed, as well as merge cells, split them apart, or even split a table into more than one table. You can use row and column design options, predefined styles, and border settings to further customize a table's appearance. This course demonstrates how to create tables and add and remove cells, columns, and rows. It shows how to split or merge cells and split tables, adjust table style options, and customize table borders. This course will help prepare learners for the Microsoft Certification Exam 77-418: Word 2013 which certifies individuals as Microsoft Office Specialist (MOS): Word 2013.
Warehouse Safety	Modern industry relies heavily on warehouses as distribution hubs for material goods. Goods are stored, usually temporarily, in warehouses as they make their way to their final destination â€" for example, retail or commercial customers. This constant turnover of materials makes for a very busy environment where the use of equipment, climbing, the use of ladders, and the storage of materials and dangerous chemicals present potential safety hazards. This course explores the typical hazards you're likely to be exposed to in a warehouse and offers advice on how to protect yourself. This course was developed with subject matter provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Workflows, Collaboration, and Analysis in SharePoint 2013	SharePoint makes it easy for end users to work with the file types they're familiar with by offering easy integration with other Office products. This course demonstrates how to use connect and synchronize SharePoint data with Office data and how to use Office web apps. It also shows you how to create and manage workflows, and view most popular items and a usage report. This course will help prepare learners for the Microsoft Certification Exam 77-425: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Workplace Hazardous Materials Information System - Canada	The Hazardous Products Act and its regulations are administered by the Government of Canada's Department of Health, commonly referred to as Health Canada. Furthermore, supplier labelling and Safety Data Sheet, or SDS, requirements are set out under the Hazardous Products Act and the associated Controlled Products Regulations. This course covers information required through coordinated federal, provincial, and territorial legislation. The course will acquaint you with the precautions Canadian employees and employers must take in order to use, handle, and dispose of hazardous chemicals safely in the workplace. The intent of the information provided in this course is to help prevent and minimize employee exposures to the workplace hazardous materials, and to minimize accidental release of these material in the work environment. The content of the course is designed to comply with the applicable regulatory requirements and is presented using Canadian English. The learning objectives of the course are to identify the routes of chemical entry into the body; define various categories of chemical hazards; interpret warning labels; identify information commonly found in an SDS; and identify controls commonly used to reduce or eliminate contact with hazardous materials in the workplace. This course was developed with subject matter support provided by the Pinchin Group of Companies, an environmental health and safety consulting firm with offices across Canada.
Workplace Security Awareness	This course will provide an awareness-level orientation of basic workplace security fundamentals and appropriate actions for workers to take in the event of potential threat situations that may be encountered in the workplace, including encountering trespassers, receiving phone threats, dealing with workplace violence incidents, evacuating during an emergency, and protecting against various types of terrorist acts. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify general security guidelines and best practices, recall how to deal with trespassers and unknown persons in the workplace, describe how to deal with threatening phone calls, identify actions to take in the event of workplace violence incidents, recall steps to take in the event emergency situations require evacuation, and describe protective measures to take in the event of various acts of terrorism in the workplace, including mail tampering, biological threats, chemical threats, explosions, nuclear blasts, and radiation threats. Workplace Security Awareness was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
The Dangers of Multitasking	The Dangers of Multitasking
Listening to Improve Conversations	Listening to Improve Conversations
IMDG 4: Loading, Unloading, and Offering Dangerous Goods	IMDG 4: Loading, Unloading, and Offering Dangerous Goods
IMDG 1: Introduction, General Provisions, and Classifications	Shipping dangerous goods presents safety issues that must be addressed. The International Maritime Dangerous Goods (IMDG) Code was developed to help ensure dangerous goods are transported safely by sea. Its regulations provide the individuals who handle and ship dangerous goods with the information they need to do so safely. This course begins with an introduction to the IMDG Code, including its origins, purpose, and enforcement and training requirements. In the United States, the Pipeline and Hazardous Materials Safety Administration (PHMSA) develops and enforces regulations for the safe transport of dangerous materials. The connection between the two sets of regulations will be explained. A physical description of the IMDG Code is given, as well as instruction on how to access and use the information it contains to determine if dangerous goods are regulated by IMDG and PHMSA and how to ship them properly. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions	The International Maritime Dangerous Goods (IMDG) Code is the recognized code of practice for the safe carriage of dangerous goods by sea. Manufacturers, packagers, shippers, stowers, carriers, and others involved throughout the supply chain must adhere to the provisions in the IMDG Code when dealing with cargo to be transported all or in part by ship. The IMDG Code contains the Dangerous Goods List, a list of the dangerous goods most commonly carried by sea. The list covers, as far as practicable, all dangerous substances of commercial importance. This course will introduce you to the IMDG Code Dangerous Goods List, and will help acquaint you with IMDG Code packing and tank provisions for dangerous goods containers. This IMDG course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation	The International Maritime Dangerous Goods (IMDG) Code is the recognized code of practice for the safe carriage of dangerous goods by sea. Manufacturers, packagers, shippers, stowers, carriers, and others involved throughout the supply chain must adhere to the provisions in the IMDG Code when dealing with cargo to be transported all or in part by ship. This course will familiarize learners with the IMDG Code and its requirements and regulations for packaging, marking, labeling, placarding, and documenting dangerous goods for transport by sea. This IMDG course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Bank Branch Management: Dealing with Operational and Credit Risks	There are many risks facing banks: home owners defaulting on mortgages, interest changes impacting the value of a bank's loans, human error, and natural disasters, among many others. One of the main categories of risk a bank faces is operational risk. This includes process-related risks, process execution and delivery risks, external and internal fraud risks, damage to asset risks, and business system risks. Another category of risk is credit risk, the likelihood that borrowers might not fulfill their contracts, and the value that could be recovered by the bank if a borrower defaults. The way to reduce or mitigate these risks is to have an effective risk management plan to deal with operational and credit risks. This course examines the basics of risk management. It covers the causes of operational risk and how to manage it. It also covers the basics of credit risk, the common credit products, and how to manage credit risk.
Bank Branch Management: Teller Roles and Credit Card Operations	Bank tellers are the face of retail and commercial banks. Even with the move to online and electronic banking, tellers represent the bank and their values. They promote financial products and services while ensuring accurate transactions that comply with bank policies and regulations. They often handle credit card payments and transactions, and would work with the various types of credit cards in the transaction process as they are very knowledgeable in the details and know the value of the cards to banks and consumers. This course examines the basic bank teller roles and functions, including promoting the image of the bank, promoting the bank's products and services, ensuring accurate transactions, and enforcing policies and compliance regulations. It will also cover the compliance requirements for a teller. This course will then cover credit card operations including the types of credit cards and the transaction process, and it will highlight the value of credit cards to the banks and the consumer.
Bank Branch Management: Internal Controls and Banking Technology	Internal controls and banking technology rely on each other to mitigate risks, and at the same time, drive innovation in banking technology and services. Internal controls are used to achieve operational success by increasing efficiency, consistency, reporting accuracy, and compliance. Banking technology is constantly evolving to suit the needs of banks and their customers. An effective interrelation between internal controls and banking technology helps achieve operational success. This course covers the basics of internal bank control, including major internal control objectives for banks, typical control framework characteristics, and types of controls. It will also cover the scope of control and will differentiate responsibilities between the internal control groups. Furthermore, the course describes banking technology, including the evolution of banking technology, e-banking, current integrated architecture, and current and future trends in technology.
Bank Branch Management: Branch Security and Fraud	Robbery is the first thing that comes to mind when bank branch security is mentioned. However, bank security involves much more than just robbery prevention. Banks face a variety of security threats, including forces of nature, human error or failure, and fraud and information security threats, among others. Physical branch security measures play a critical role in a bank's security, as do specific responses to bank robberies. Establishing a fraud prevention strategy is vital for bank branch security, along with training and compliance considerations. This course will cover aspects of bank branch security threats, including forces of nature, robberies, human error, and fraud and information security. It will address issues of physical threats to security, and how to put security measures in place to reduce the risk of security breaches. It includes guidelines on specific responses to bank robberies, and on establishing a fraud prevention strategy, including the importance of knowing your customers. The course also covers elements of bank teller training, and regulatory compliance and audits.
Microsoft SQL Server 2012 â€" Developing Databases: Implementing Tables and Views	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Implementing Indexes	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Stored Procedures	An effective strategy that database developers often employ to interface between applications and SQL Server 2012 involves the creation of programs using the Transact-SQL language and saving them as stored procedures or functions as database objects. Subsequently the applications can execute these programs as required and process results. This course introduces this powerful database programming concept and covers the types of programs available, design issues and implementation considerations. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.

Course	Description
Microsoft SQL Server 2012 â€" Developing Databases: CLR Integration	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Working with Data	SQL Server 2012 provides advanced features to enable large data to be stored and accessed within the database itself. By using the FILESTREAM and FileTable features documents are stored in the Windows file system but accessed through the database using T-SQL queries. SQL Server also allows these documents to be searched for words or phrases. Advanced query techniques can also be used to manipulate data to retrieve specific data. This course demonstrates how to configure FILESTREAM, FileTables, and Full-Text Search. It also demonstrates how to use advanced query technique such as PIVOT, UNPIVOT, CROSS||OUTER APPLY, and CTEs, as well as Spatial data. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Working with XML Data	The relational database, such as SQL Server 2012, has been around for decades going back to E.F. Codd and his designs. Since then, many applications have been built upon this concept. In 1999, the internet was gaining momentum. Around the same time, a new hierarchica l concept for storing data was introduced: extensible markup language or XML. As the internet gained more prominence to its current ubiquitous standing, XML took on increasing significance for moving data around. Subsequently, it became equally important for relational and hierarchical data to be somewhat interchangeable between online data-based applications and services. This course introduces XML in relation to SQL Server and how to work with XML data in SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Tuning and Optimizing Queries	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Managing and Troubleshooting	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measurable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the Skillsoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Laboratory Safety	This overview course is designed for employees who work in an industrial, clinical, or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives include the following: identify general requirements of the Laboratory Safety Standard, recognize the importance of a Chemical Hygiene Plan in your workplace, define the purpose of a Safety Data Sheet, describe safety guidelines specific to laboratory fire and burn hazards, and identify general emergency guidelines to be followed in the laboratory. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Laser Safety Training	This half-hour course is designed to provide awareness of the fundamentals of Class 3B (moderate) and 4 (high-power) lasers or laser systems. The content in this course is designed to comply with the intent of the applicable ANSI regulatory requirements. Learner objectives are to discuss what a laser is and how a laser works, name the types and classes of lasers, describe non-beam laser hazards, recall the biological effects of a laser on the human body, and identify types of control measures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IATA 1: Hazard Class Identification/Classification	This training course will introduce the requirements of the International Air Transport Association's Hazardous Materials Regulations, including definitions, an introduction to the hazard classes, and the List of Dangerous Goods. The proper identification, preparation, and transportation of hazardous materials affects everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms associated with air transportation of dangerous goods, classify hazards according to International Air Transport Association's nine hazard classes, and identify and interpret information found in the List of Dangerous Goods. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IATA 2: Marking and Labeling	This training course will introduce the International Air Transport Association's marking and labeling requirements. The proper identification, preparation, and transportation of hazardous materials affects everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize package specification markings and package use markings, identify hazard labels and handling labels, and apply marking and labeling requirements when shipping dangerous goods. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IATA 3: Packaging	This training course will introduce the packaging requirements of the International Air Transport Association's Dangerous Goods Regulations. This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize the general packing requirements and the conditions normal to air transport, identify the proper packaging for the material to be shipped, and recognize UN specification packaging. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IATA 4: Documentation	This course will introduce the requirements of the International Air Transport Association's Hazardous Materials Regulations, including required documentation to transport dangerous goods (Shipper's Declaration for Dangerous Goods and Air Waybill). This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the necessary components on the Shipper's Declaration for Dangerous Goods and describe the elements required on an Air Waybill for a shipment of Dangerous Goods. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
IATA 5: Limitations and Shipment Review	This course explains that the Department of Transportation (DOT) governs all modes of transportation in the US, including air transportation. The DOT has a set of regulations pertaining to the shipment of hazardous materials (dangerous goods) known as the Hazardous Materials Regulations (HMR). This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the requirements placed on a shipper by the Department of Transportation when shipping by air, identify the requirements placed on the shipper by other national authorities, identify the requirements placed on the shipper by the carrier, and verify that a shipment is properly identified, packaged, marked, and labeled, and the documentation is correct. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Harassment Prevention for Employees - State and Local Government Edition	Harassment at work can have a corrosive effect on a public employer's culture and can lead to low employee morale, reduced productivity, and even criminal liability. Focusing on the forms of harassment prohibited by federal law, this course will provide an overview of the types of behaviors that can give rise to harassment claims, including those based on gender, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your employer who is trained in this field. Please note that course materials and contents are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation, or constitute as legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Harassment Prevention for Managers - State and Local Government Sector Edition	Typically, when people hear the term 'workplace harassment' they think of sexual harassment. But that is just one of the many forms workplace harassment may take. Unlawful harassment is any form of unwanted or unsolicited behavior directed at an individual or group of individuals, by another associate or superior, on the basis of a protected characteristic as outlined by various anti-discrimination laws (Title VII of the Civil Rights Act, the Americans with Disabilities Act, and the Age Discrimination in Employment Act). These protected characteristics include race, color, national origin, religion, gender, disability, and age. Depending on state law and other circumstances, additional characteristics such as sexual orientation and marital status may also be protected. This course will review the characteristics of various forms of harassment and discuss what supervisors and managers can do to discourage harassing behavior of any type in their own work groups by their employees or themselves. Please note that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Heat and Cold Exposure Management (HAZWOPER)	This course is intended for personnel who may be exposed to temperature extremes at hazardous waste sites. Heat-related illness is a major hazard, especially for workers wearing personal protective clothing. Cold-related injuries can cause loss of limbs or even death. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify heat-related illnesses that can result from exposure to hot temperatures, specify first aid measures for heat-related illness, identify individual factors that affect the body's ability to withstand hot temperatures, specify steps to avoid or reduce heat-related illness, specify conditions and injuries that can result from exposure to cold temperatures, specify first aid measures for frostbite and hypothermia, identify individual factors that affect the body's ability to withstand cold temperatures, and recognize measures for preventing injuries related to cold temperature exposure. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Regulatory Overview (HAZWOPER)	This course provides information about the history, purpose, and mission of key regulatory agencies including OSHA, EPA, and DOT. The intent of the course is to provide the learner with an understanding of the sources of regulatory occupational safety and health work practices and standards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to specify why regulatory standards are established, identify the purpose of the major regulatory agencies that establish regulations impacting the workplace (OSHA, EPA, DOT), identify the purpose of RCRA, CERCLA, and SARA, identify hazardous waste, identify the scope and purpose of HAZWOPER, identify steps to prevent hazardous materials and exposure to hazardous waste, and identify which workers are affected by HAZWOPER. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Site Control (HAZWOPER)	This training describes measures designed to minimize your exposure to hazardous substances, and prevent the migration of contamination to 'clean' areas of the site. OSHA requires that employees who work at hazardous material sites, or respond to spill emergencies, receive training to eliminate unnecessary risk of exposure to hazardous substances. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define the purpose of the site control program, identify site control measures used to minimize employee exposure to health and safety hazards, including site map, site preparation, work zones, buddy system, site security, communications, and safe work practices. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Personal Protective Equipment (HAZWOPER)	Equipment and devices have been developed over the years to protect the human body against a variety of environmental and physical hazards. Today, many forms of personal protective equipment, or PPE, are available to protect you from injuries and illnesses. OSHA and EPA regulations classify PPE into four categories, based on the level of protection afforded. This training is intended to introduce you to the four levels, and to acquaint you with the different types and the correct selection of PPE. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to specify why PPE is necessary; identify the proper category of protection for a hazardous situation; identify which PPE is necessary based upon the hazards present; identify the limitations of PPE; and specify the proper care, maintenance, useful life, and disposal of PPE. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Decontamination (HAZWOPER)	This training provides information concerning decontamination, which is the process of removing contaminants that have collected on workers and equipment. Decontamination protects you from hazardous substances that may contaminate and eventually penetrate protective clothing, respiratory equipment, tools, vehicles, and other equipment used on-site. It also prevents the movement of contaminants from the site to the community. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to list the major factors that affect permeation of contaminants, identify the steps in making a decontamination plan, identify the zones of a hazardous material site, list decontamination procedures for personnel and equipment, describe tests used to determine the effectiveness of decontamination methods, identify health and safety hazards associated with decontamination procedures, and recognize how emergency decontamination situations should be handled. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Mobile Crane Operator Safety	Cranes are often an essential part of a job and work site. Because of their ability to move large and heavy loads, understanding how they work as well as what and when to inspect are important to maintaining a safe work environment. In this course, you will learn about the requirements and certifications for operating or rigging a crane, as well as basic properties of the crane's operation, and inspection procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

Trailer Coupling and Uncoupling	As a commercial vehicle operator, you are responsible for the safe operation of your tractor trailer. Following appropriate practices to couple and uncouple trailers, as well as maintaining equipment, ensures that you and the other motorists that share the road with you are safe. In this course, you will learn about the safety factors that apply to coupling and uncoupling vehicles and the risks associated with these tasks. Trailer Coupling and Uncoupling was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Flatbed Cargo Securement	Safe loading and operation of a flatbed trailer depends on following rules and regulations related to safe loading of cargo, proper use of securement devices, and regular inspection of the load. In this course, you will learn about the hazards, rules, and safety provisions for ensuring your safety as a vehicle operator, as well as the safety of other vehicle operators you share the road with. Flatbed Cargo Securement was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Negotiating Hazards for Commercial Vehicles	According to the FMCSA, collisions at intersections alone account for 45% of all reported crashes and 21% of fatalities. Intersections are just one of many common hazards you may encounter in the course of everyday travel while in your truck. In order to safely negotiate the hazards you come into contact with, you must be familiar with the procedures and precautions to take. In this course, you will learn about what you need to do to safely negotiate turns and merging, intersections, downgrades, and railroad crossings. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Supply Chain Transparency	Supply chain transparency is an essential component of responsible supply chain management. It tangibly demonstrates to consumers that the suppliers and sub-contractors that the company engages with promote favorable human rights practices. With an increased focus on corporate social responsibility in this context, confronting exploitation in labor and supply chains has become a key issue for every company. This course builds awareness of how human trafficking may reveal itself in supply chains and equips sourcing managers with the skills to support the company's efforts to prevent and respond to trafficking activities. This course is designed for use in all US states as a training component of an organization's supply chain management program, such as is required under California's SB 657. This course was developed with subject matter support provided by Seyfarth Shaw at Work. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
The US Constitution	This course looks at how the US Constitution was established, as well as how the national government was formed and structured. It also explores the rights and liberties of the American people as enshrined in the Bill of Rights and subsequent amendments to the Constitution. Finally, the course looks at how the power was distributed and the creation of the three branches of government: the legislature, the executive, and the judiciary. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Sexual Harassment Prevention for Federal Employees	Sexual harassment can have disastrous effects on victims and organizations, including federal government agencies. This course helps employees define and identify sexual harassment, become familiar with the elements of prohibited conduct in the workplace, and understand the responsibilities of the federal employer. It also offers strategies should sexual harassment occur. This course meets the training compliance requirements provided for in the EEOC's guidelines on sexual harassment, and under Executive Order 13087, issued on May 28, 1998, prohibiting discrimination based upon sexual orientation. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
No FEAR upgrade	No FEAR upgrade
EEO and Preventing Discrimination in the Federal Workplace	EEO and Preventing Discrimination in the Federal Workplace
TBD (Fed Gov) --- (TBC)	TBD (Fed Gov) --- (TBC)
TBD (Fed Gov) --- (TBC)	TBD (Fed Gov) --- (TBC)
TBD (Fed Gov) --- (TBC)	TBD (Fed Gov) --- (TBC)
TBD (Fed Gov) --- (TBC)	TBD (Fed Gov) --- (TBC)
Title 31 (Gaming) --- (TBC)	Title 31 (Gaming) --- (TBC)
Accessibility and Section 508 Awareness	Section 508 was introduced to help ensure federal agencies provide equal access to technology for those with disabilities - both federal employees and the public. Under Section 508, agencies are required to eliminate any barriers that people with disabilities may encounter as they use information technologies to access information. Section 508 also promotes the development of new tools and technologies to help ensure equitable electronic accessibility for employees and the public. This course outlines the key Section 508 requirements that federal agencies must follow. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Workplace Safety	Every year occupational injuries and illnesses involving civilian federal employees occur. These injuries and illnesses take their toll on American taxpayers in the form of the chargeback billings from federal agencies as a result of the injuries and illnesses suffered. This course outlines the occupational safety and health requirements for federal employees. It covers the essential responsibilities federal government agencies have with regard to creating safe and healthful working environments. This course also provides information on the types of occupational safety and health training agencies should provide for their employees. It also addresses compliance and documentation of workplace safety incidents, the importance of accurate record-keeping, and the submission of annual reports to the Equal Employment Opportunity Commission (EEOC). The course explores whistleblower protection with regard to occupational injuries and illnesses, and meets the training compliance requirements mandated under OSHA Regulation CFR 1960 and Executive Order 12196. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Government Ethics	The role of the Office of Government Ethics (OGE) is to help promote ethical behavior and work practices within the executive branch, and to raise awareness about the Government's commitment to ensure all of its operations are carried out equitably and with integrity. This course provides instruction on how the OGE defines ethical behavior within government and how it works with executive branches to implement ethics programs and guidelines. It also explores the OGE's key objectives including preventing conflicts of interest, ensuring impartiality in the performance of duties, and promoting high standards of integrity in the day-to-day operations of all executive branch departments and agencies. This course meets the training requirements under Executive Order 12674 and Executive Order 12731 outlining agency responsibilities on the principles of ethical conduct for government officers and employees. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your
Proper Use of Government Charge Cards	Charge cards provide US federal agencies with a solution for making relatively small purchases. The charge card program is known as the GSA (General Services Administration) SmartPay® program. Federal cardholders can use the GSA SmartPay program to pay for work-related commercial goods and services, travel expenses, and fleet expenses. This course provides an overview of the GSA SmartPay program and its best practices. It details the benefits of the program to the US federal government and its contractors, and identifies the key features of Purchase and Travel charge cards. The course outlines the ways in which agency policies regulate the type of purchases that can be made with the Purchase card. It also describes how best to use and manage the Travel card. In addition the course explores card misuse and fraudulent use of charge cards and provides insight into card pre-issuance, issuance, and maintenance of the charge card program. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Federal HR Flexibilities	Federal agencies have a wide range of human resource (HR) capabilities that can be used to help manage workforce challenges. The US Office of Personnel Management (OPM) is a federal government agency that helps other government agencies overcome personnel challenges, recruit and retain federal employees, and provide them with training and personal development programs. The OPM also designs and implements key human resource-related polices across all government departments. This course provides an overview of the many personnel options and services available to applicants, existing employees, and managers in the federal government. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Information Security Awareness	Federal employees must be aware of the potential threats to the information systems they operate. They also need to be aware of the information assurance regulations governing these systems and operate these information systems securely. In addition, federal employees must understand how to adequately protect information including Personally Identifiable Information (PII). This course outlines the role of federal employees with regard to protecting information and ensuring the secure operation of federal information systems.
Privacy Awareness	This course provides instruction on Personally Identifiable Information (PII), and explains its importance, authority, procedures, and reporting requirements. This includes personal information about both federal employees and private citizens. This course will help federal employees understand the importance of the privacy of personal information. It outlines how federal employees should follow federal privacy laws and ensure Fair Information Principles (FIPs) are followed. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

Pre-retirement Planning for FERS	All federal employees should be aware that the federal government starts the retirement planning process immediately upon employing an individual in a permanent position. The government has passed legislation that each employee covered by the Federal Employees Retirement System (FERS) will be mandated to contribute into the Civil Service Retirement and Disability Fund (CSRDF), the Social Security Fund, and the Medicare Fund. Legislation was also passed to establish a savings and investment plan â€" the Thrift Savings Plan (TSP) â€" which is voluntary, in order for each employee to have a supplemental annuity in retirement. Although the government starts the planning process, each employee also needs to plan and prepare for retirement. It is a full career process, from the date of employment to the date of retirement. This course will provide federal employees with sufficient information to enable them to make informed decisions about retirement planning. This course was edited and updated by Georgia Bohuslav, Federal Retirement Consultant, Subject Matter Expert (SME). The course materials and content are for informational purposes only and do not constitute personal retirement advice. Transmission of the information is not intended to create a retirement consultant relationship with an employee. Readers should not act upon this information without seeking individual retirement counseling with a Human Resource Specialist within their specific agency. The information provided is general information only and it may or may not reflect the most current retirement information.
Telework for Government Employees	This course provides telework guidelines for federal employees. It explains how to determine whether telework is a viable option for you, and how to prepare for a successful teleworking experience. This course also provides instruction on the best practices for teleworking, and how to manage the challenges associated with telework. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Sexual Harassment Prevention for Federal Managers	Federal managers and supervisors have an important role in building and maintaining a workplace where employees can thrive. Among other things, this means being prepared to take action in response to any allegation of sexual harassment. Sexual harassment is a universal problem that can have disastrous effects on victims, perpetrators, and organizations, including federal agencies. This course describes types of sexual harassment, including quid pro quo and hostile environment, and outlines ways to help prevent sexual harassment by maintaining a culture of respect. The course also explains how a manager should respond sexual harassment occurs in the workplace. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
The Plain Writing Act	Confusing content, imprecise instructions, and unnecessarily complicated processes all cause problems for people who need to read and use government documents. The Plain Writing Act aims to address these issues by requiring executive agencies to produce documents that are easy to understand and use. This course will help you meet this requirement by introducing principles of effective composition for both paper and web content, such as analyzing your audience, organizing the presentation of information, and choosing clear words and phrases. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Reasonable Accommodation for the Federal Workplace	Leading and managing employees in an increasingly diverse workplace can be both rewarding and challenging. What do your employees expect? What legislation applies to accommodating their requests? What are the consequences of failing to comply? Federal agency managers must operate with sensitivity in handling accommodations for disabilities, religious practices, and medical leave. This requires a basic understanding of the anti-discrimination and disability legislation. This course provides an overview of the Rehabilitation Act, the Family and Medical Leave Act, and Equal Employment Opportunity Commission guidance that affects federal employers' responsibilities in these areas. The course will help managers identify the situations where these laws come into play so that they can respond appropriately to specific requests. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
USERRA: An Overview	This course provides federal agencies and their employees with an overview of obligations and rights under the Uniformed Services Employment and Reemployment Rights Act (USERRA) regarding leave for individuals who are called to duty in the uniformed services. This course explains several key aspects of USERRA, including who is covered; the obligations of agencies not to discriminate against individuals on the basis of past military service, current military obligations, or an intent to serve; the prohibition against retaliation toward individuals who exercise their rights under USERRA; the right of covered employees to continuation of benefits during service; and the law's requirements for the reinstatement of servicemembers on their return from duty. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Connecting the Dots: Insightful Account Management	Connecting the Dots: Insightful Account Management
Setting up a Project in Project 2013	Microsoft Project 2013 provides you with a comprehensive set of tools to organize and manage your project from the first through to the last phase. Being able to use Project not only simplifies your work but can also help to reduce errors that might occur when trying to manage so many tasks and deliverables at once. This course introduces the various ways of setting up a project plan using existing templates, previous project plans, or starting from scratch. It also covers how to create the project calendar and customize settings that are required for your project such as setting working and non-working hours and days, creating custom fields to record project-specific information, and changing general options such as date and currency formats.
Succeeding in Account Management	Succeeding in Account Management
Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities	Insurance companies contribute to the economic growth of countries, businesses, and individuals and help improve the economic climate. Special insurance arrangements such as group insurance, reinsurance, and annuities cater to the special requirements of a variety of customers, with group benefits providing life and health insurance as employee benefits, reinsurance providing protection for insurance companies against risk, and annuities providing periodic payments over a specified period of time. This course presents a high level view of group insurance and pension plans, reinsurance, and annuities.
Insurance Basics, Underwriting, and Actuarial Practices	The global insurance industry provides protection for corporations, groups, and individuals, ensuring that risk can be mitigated and losses, if any, can be recouped. There are basic concepts associated with insurance, underwriting, and actuarial practices. These concepts form the basis for a thorough understanding of the practical uses of insurance, the purpose of risk assessment and mitigation, and the role played by insurance companies and their employees. This course presents a high-level overview of the basics of insurance, risk assessment, underwriting, claims, and actuarial science.
Futures Fundamentals: Commodity, Equity, and Currency Futures	Futures contracts have long been used by the agriculture industry to eliminate the price risks associated with farming produce. This elimination of price risks, known as hedging, has become a common practice in today's markets. Trading in futures has moved beyond its agricultural origins and is now a modus operandi for numerous trading parties whose incentives are to either decrease the risk factor by hedging, or to make a profit through speculation. Futures contracts form a significant trading sector in the global financial system. They now trade on various commodities, including energy, single stocks and stock indices, interest rates and currencies, and some more exotic benchmarks such as the climate. This course examines the fundamentals of futures contracts, including their pricing and quotation, and how they are used by hedgers as a protection against adverse price risks and by speculators as a means to increase profit through calculated risk. The course looks at commodity, equity, and currency futures.
Interest Rate Futures and Forward Rate Agreements	Management of interest rates is an important aspect for any financial institution that lends or borrows funds, as well as for those that invest in fixed income instruments and any other company that uses debt to fund its operations. Benchmark interest rates, which are set by economic authorities in various regions of the world, such as the London Interbank Offered Rate, can materially affect the bottom line profit of these companies. Interest rate management is an important activity for these companies. Using interest rates related activities, these companies can offset any adverse effects associated with interest rate movements. These products are also used by entities that wish to speculate on the movement of interest rates, essentially taking an educated bet on where interest rates may move to over a period of time, and profiting from such moves. This course examines the fundamentals of both long-term and short-term interest rate futures and their specifications, as well as their application in hedging and speculation. It also introduces and demonstrates how Forward Rate Agreements may be used by a corporation to lock in a funding rate into the future.
Life, Health, and General Insurance	Insurance is a form of risk management for individuals, families, and organizations, and even for insurers themselves through reinsurance. Life and health insurance companies offer their products so that the insured â€" the policyholders â€" can have peace of mind and protection from the inevitable consequences of life, such as personal injury, disability, health care costs, and death. This course presents a high-level view of key products and services associated with life, health care, long-term care, disability, and general insurance for individuals and organizations.
Commodity and Energy Markets and Derivatives	The commodities and energy markets are generally considered to be some of the largest markets in existence. Every day billions of dollars of commodities such as oil, coal, gold, and sugar are bought and sold between various traders acting on behalf of producers, manufacturers, and financial institutions. The derivatives market has seen explosive growth around these markets over the decades. Although traditionally used by farmers and other manufacturers to protect themselves against price movements that would affect their profitability, derivatives are now widely used by many financial institutions as a way to profit on speculation and arbitrage. Financial institutions, such as banks and hedge funds, are profit seekers by their inherent nature and are willing to take risks in return for these profits. Hedgers, on the other hand, look to protect themselves by removing risk or hedging. These two different points of view complement each other and have allowed the market to grow rapidly and become liquidâ€" for every hedger there is almost always a speculator willing to take the opposite side of the trade. This course covers the fundamental characteristics of the commodities and energy markets. We examine the types of underlying products that are traded, such as various metals and energy producing chemicals, and we also examine what they are used for. We then identify various financial contracts known as derivatives whereby these products may be bought or sold at a predetermined price, in specific quantities, and for delivery at a future date. The course focuses on the features of forward and futures commodity contracts and swap and option commodity contracts and their uses for hedging, speculation, and arbitrage.
Bank Branch Management: Payment and Settlement Systems	Arguably, the most important system in retail and commercial banking is the payment and settlement system. Payment and settlement systems are made up of a series of rules, processes, software, and hardware for transferring funds between two parties. They could be individuals, companies, and other banks in various geographies. There are many types of transfers including online banking, automated clearinghouse system, pre-authorized debts, direct deposits, debit card purchase or payments, and electronic check processing. Also, there are wholesale payment systems that deal with large-value electronic payments. With any financial transaction come different types of risks including credit, liquidity, legal or regulatory, and even reputational risks. This course examines the basic components of payment and settlement systems, the key principles of payment systems, and the risks associated with payment systems. This course also covers the types of payment and settlement systems including the types of electronic funds transfer, and the characteristics of wholesale payment systems.
Bank Branch Management: Mortgage and Auto Loans	Mortgages and auto loans make up the majority of the loans at retail banks. Mortgage loan components include the principal, interest rate, mortgage term, amortization period, and repayment schedule. Individuals applying for mortgage applications are considered for credibility, down payment, and income or expense ratios. With an approved mortgage comes responsibilities for both the borrower or mortgagor, and the lender or mortgagee. Auto loans are similar to mortgages. Assets and liabilities, securities attached to the loan, credibility, the debt-to-income ratio, and the repayment arrangements are key in the loan consideration. These are the two most common loans, and arguably the most valuable to a bank. This course examines the basic mortgage loan components, the mortgage application criteria, and borrower and lender responsibilities. The course also discusses auto loan components and the loan approval criteria.
Mutual Funds: Basic Concepts, Structure, and Types	Mutual funds are pools of money that investment experts professionally manage through investments in various securities such as stocks and bonds. The global acceptance of mutual funds is due to the ability of vast number of smaller investors to have their money professionally invested and offer a high degree of diversification and liquidity. There are many types of mutual fund, which allows investors to choose those that best fit their circumstances, for example, high risk-high return, low risk-low return, specific sector investments, global investments, fixed income, etc. This industry is ever-growing as more and more investors realize the advantages of professionally managed funds. This course covers an introduction to mutual funds, including their advantages and disadvantages. It then describes various costs associated with mutual fund operations including distribution, transaction, and portfolio management fees. The also course covers types of mutual funds including active management, passive management, equity, bond, hybrid, and global and international funds.

Course	Description
Mutual Funds: Portfolio Management and Accounting	Mutual funds have seen phenomenal growth over a number of decades, with no sign of it slowing down in the future. The key benefits to investors are that the funds allow for diversification, professional investment management, and asset liquidity. Equity and bond are the two most traditional types of mutual funds where active and passive investment strategies are employed. Active investment strategies require the investment managers to perform due diligence and apply financial and business acumen to increase the value of funds under management, whereas passive investment strategies focus on replicating an already established index of equities or bonds. An important aspect of mutual funds is accounting, which is centered around the accurate valuation of the fund's assets and the calculation of the Net Asset Value. The topics in this course cover equity mutual funds and the strategies used for their management such as replication, sampling, growth, and value. Bond mutual funds are introduced and corresponding strategies such as managing the duration and yield curve position are covered. Finally, the course introduces the main accounting functions of mutual funds and how the Net Asset Value is calculated.
Mutual Funds: Performance Evaluation and Regulations	Over the past few decades the mutual fund industry has seen extreme swings in performance, resulting in dramatic changes in the value of investors' portfolios. The risk versus return dynamics of a mutual fund must be carefully analyzed by any investor. The investors must consider whether the type of mutual fund they are about to invest in is appropriate for their objectives. In order to do so, the investor should assess the fund's historical return and the amount of risk that the fund has taken to achieve that return, as well as other critical factors. To assess all this information, investors must be able to read and understand the fund prospectus and any other complementary information that is provided by the fund manager and other public sources. The mutual fund industry is a highly regulated industry whereby financial authorities set rules and restrictions to improve transparency of transactions, in an effort to ensure the safety of investors' money. This course introduces a number of performance metrics such as Total Return, Sharpe Ratio, Treynor Ratio, Alpha, Standard Deviation, Beta, and R-squared, which are used to determine the risk and return characteristics of a mutual fund. The course then covers the basics of a mutual fund prospectus and Statement of Additional Information, along with an overview of global mutual fund regulations.
Microsoft Exchange Server 2013 - Core Solutions: Deployment	Exchange Server 2013 is Microsoft's latest release of their popular messaging and communications server. A variety of features have been added or expanded upon with this release, most notably the consolidation of server roles. This courses discusses the Exchange prerequisites and network requirements for installing Exchange Server in your organization. Also, demonstrated is the installation of Exchange Server 2013 and the new Exchange Administration Center (EAC). This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management	Microsoft Exchange Server 2013 Mailbox servers are used to host mailbox databases and address books, as well as provide unified messaging services, and message transport and routing. This course covers how the Mailbox server role integrates directly with Active Directory, and how the Client Access server sends requests from clients to the Mailbox server. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers	Microsoft Exchange Server 2013 consists of two server roles: the Client Access server and the Mailbox server. This course covers the architectural changes that are new in Exchange Server 2013, and focuses on the Client Access server role, and the variety of services it provides.This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity	Exchange Server 2013 supports a number of different methods that a user can implement to connect to their mailbox. Whether they are on their computer or using a mobile device there will be a supported way to access email. This course covers options such as Microsoft Outlook Web App, Outlook Anywhere and Exchange ActiveSync and discusses how to implement them in your environment.
Microsoft Exchange Server 2013 - Core Solutions: Message Transport	Microsoft Exchange Server 2013 relies on a variety of components and services to ensure reliable message transport. This course covers how message flow and message routing works, and discusses the role of the transport pipeline in Exchange Server 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Access Control	Microsoft Exchange Server 2013 provides a variety of methods for administering Active Directory and Exchange Server in the same environment. By default the shared permissions model is used, but options are available that separate administration of Exchange and Active Directory. Exchange Server also includes many features that help prevent unwanted or spam email from reaching it recipients and these solutions are discussed throughout.
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR	Microsoft Exchange Server 2013 offers a variety of features to help ensure systems can survive failure and prevent data loss. This course covers the built-in high-availability features, as well as the disaster recovery, backup, and restore options in Exchange Server 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting	Microsoft Exchange Server 2013 offers a variety of features to help monitor and troubleshoot messaging systems. This course covers how to configure and manage Exchange workload, as well as the various options to monitor and troubleshoot Exchange related issues. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Banking Supervision and Corporate Governance	With the rapid growth of the banking industry in the early 21st century, it became clear that increased banking supervision was required. This increased supervision was also necessary to ensure that the global financial framework would remain intact even at times of great market turmoil and bank failures. The Basel Committee on Banking Supervision, which is considered to be the global banking industry standard setter, has created a number of core principles which it believes will lead to good corporate governance and best practices in the banking sector. This course examines the core principles and the self-assessment methodologies set forth by the Basel Committee. This course also describes key core principles in depth including corporate governance, disclosure and transparency, and the supervisory approach.
Special Banking Risks and their Management	As they emerged from the banking crisis that originated in 2007, banks around the world were fully aware of the importance of proper risk management techniques. They realized that the key to managing any risk is the proper identification of the risk. Today, financial institutions continue to face both internal and external risks, including credit risk, operational risk, and market risk. As a result, banks are encouraged to develop systems and processes that will mitigate and control these risks and to appoint qualified staff who can recognize, measure, and manage them. This course introduces common and special risks that banks face, including credit, operational, liquidity, foreign exchange, leverage, systemic, and technology risks. The course emphasizes the need to recognize these risks and their origins. It then introduces a general risk management process for a bank and identifies methods that banks can use to manage foreign exchange risk and technology risk.
Internal Control and Audits in Banks	Internal controls and strong corporate governance lead to effective and efficient bank operations in which risks are properly managed and depositors' assets are safeguarded. These best practices ensure that all stakeholders can put their trust in the financial system. The banking crisis and rapid growth of the banking industry at the beginning of the 21st century created the need for banks to develop strong internal controls and establish good corporate governance. Banks must be audited, both internally and externally, to assess the state of internal controls and corporate governance and address any identified weaknesses. This course introduces internal control processes and internal and external auditing of banks within the prescribed framework of published guidelines by the Basel Committee on Banking Supervision.
Anti-money Laundering and Global Initiatives	Money laundering is an illegal process of using legitimate means to conceal the true source of funds that are acquired through illegal activities, including drug trafficking and terrorism. This activity has grown and become more sophisticated as it keeps pace with modern technology, leaving authorities world-wide with the difficult task of trying to stay one step ahead of the criminals. Various unreliable estimates have been produced to measure this practice globally, with some estimates quoting sums as large as percentage points of the global economy. Because of this, countries across the world have created joint programs to combat and prevent money laundering. This course introduces the concept of money laundering and identifies the different types, enabling circumstances and common indicators for this activity. It also acknowledges global initiatives such as the Financial Action Task Force, the Basel Committee, and the International Money Laundering Information Network, among others, that set recommended actions to prevent and combat money laundering. The course then discusses the Customer Identification Program under the US Patriot Act.
Anti-money Laundering and Regulatory Framework	There is a constant battle between criminal and terrorist groups and global authorities around the movement of illicitly gained funds. Money laundering and terror financing are two of the most important regulatory issues that financial institutions, particularly global banks, must deal with. Various government initiatives worldwide have established strict rules on the transfer of funds and confirmation of fund sources and client identity. Sources in the industry estimate that many billions of dollars of illicit funds and funds used for terrorist activities change hands every year. This course introduces the major global anti-money laundering initiatives and regulations, and how these aim to curb global money laundering and terror financing. These initiatives and regulations include the Bank Secrecy Act, the USA PATRIOT Act, and the Wolfsberg Anti-Money Laundering Principles, as well as other national regulatory initiatives around the world.
Capital Adequacy Planning Approaches	Banks and financial institutions are exposed to a number of credit, operational, and market risks. The three Basel regulations – Basel I, II, and III – adopted a rigorous approach in their attempt to provide a reliable and risk-managed operating framework. They require banks to maintain an adequate capital level at all times in order to cover their aggregate risk. A number of approaches are used for identifying and measuring risk, then planning the capital requirement for the bank based on that risk. This course provides an overview of various approaches used for capital planning. More specifically, it presents components of the standardized measurement approach, the IRB approach, and the advanced IRB approach. It also aims to identify market risk and the capital requirement to cover that risk. Finally, the course outlines the risk-adjusted return on capital to quantify the amount of capital necessary to support all of a bank's operating activities.
Basel Regulations and Capital Adequacy Requirements	Banks are required to maintain an adequate capital level at all times to protect depositors and creditors, including other banks, from exposure to risk. A set of international banking regulations, known as Basel I, was introduced in 1988. This accord recommended a minimum capital requirement of 8% of risk-weighted assets for banks operating internationally. The way in which the adequate capital requirement for banks is calculated has changed dramatically since then. Following a series of revisions and impact analyses, implementation of a new set of regulations, Basel II, began in 2007. Basel II aimed to strengthen the stability of the international banking system through capital requirements that were aligned closely to the underlying credit, market, and operational risks. Basel III began implementation in 2013 and lays down stricter capital standards, additional capital buffers, and higher risk-weighted assets and minimum capital ratio requirements. This course provides an overview of the main features of the Basel regulations relating to capital adequacy requirements. It discusses various elements of Basel I, including the approach for determining capital adequacy and on-balance-sheet and off-balance-sheet items and associated risks. The course then identifies factors that led to the development of the Basel II and Basel III standards. Finally, the course examines the impact of the Basel regulations on capital requirement for banks.
Derivative Contracts: Futures, Forwards, Swaps, and Options	A derivative contract, or derivative for short, is a bilateral contract that derives its value from an underlying security – a stock, bond, or a commodity – and is used for managing risks associated with these securities. Derivatives have seen a phenomenal growth over the past few decades. Traditionally, they are used for protecting banks, financial institutions, and traders from adverse movements in the price of financial instruments and commodities. In other words, derivatives are generally used for hedging purposes. However, more recently they have also been used by sophisticated investors to speculate on price movements of reference assets or to employ strategies for riskless profit, called arbitrage. In this course we examine some generally used categories of derivatives – futures, forwards, swaps, and options, and their applications. We examine pricing, margin requirements, mark-to-market, and cash flow calculations along with important considerations and characteristics of these products.
Credit Analysis and Loan Pricing and Regulations	The credit crisis of the early 21st century has been a stark reminder to financial organizations of the inherent risks involved in extending large amounts of credit. Banks have revisited their credit procedures and have a renewed emphasis on credit analysis and pricing loans correctly to reflect the associated credit risks. A robust credit risk analysis process will ensure that banks can better judge the amount of credit risk that they are willing to undertake and what kind of measures they should take to protect themselves from such risks. It is also important for banks to understand lending regulations that are set up to protect them from holding illiquid assets and becoming insolvent. This course introduces the basics of credit analysis and the general process for conducting it. It then discusses the components of loan pricing and describes how banks' lending policies are regulated by the banking authorities.
Measuring Credit Risk of Derivative Contracts	The size of the global derivatives market has by some estimates reached a notional value of a quadrillion dollars. Among the primary users of derivatives are commodity-based corporations, banks, pension funds, insurance companies, mutual funds, hedge funds, and private investors. The credit worthiness of different parties to these contracts has been under focus since the credit crisis of 2008, which led to many institutions going bankrupt due to a lack of focus on credit risk. Credit risk has emerged as the major risk in dealing with derivative contracts. In order for derivatives users to manage the associated credit risk, they must develop models and procedures required to measure credit risk in monetary terms. This course identifies the sources of credit risk in widely used derivatives, with a distinction made between over-the-counter versus market traded derivatives. The course also introduces the credit equivalent risk framework, which utilizes statistical techniques to determine a risk factor that is used as an input to determine potential credit loss. In determining potential credit loss, the course also considers the probability of default and recovery rates determined through a credit rating process, analysts' judgements, and other information sources.
Mitigating Credit Risk	Over the past decade, credit risk has become a main focus for many financial institutions, most notably banks. Credit risk occurs when there is a possibility of a borrower or counterparty to a transaction being unable or unwilling to perform their financial obligations. Utilizing credit risk mitigation techniques, financial institutions are able to minimize what could otherwise be substantial losses when the credit markets or particular borrowers are under pressure. The losses may sometimes be large enough to render a company insolvent and put it out of business. Mitigating the loss due to credit risk ensures that if conditions deteriorate, the financial institution will be able to recover quickly or even remain unaffected. This course introduces two main sources of credit risk: pre-settlement risk and settlement risk. It also investigates various methods for mitigating credit risk, such as netting, margins, collateral, and hedging.
Credit Rating Systems and Capital Reserves	When dealing with other parties, banks and other financial institutions face a variety of risks. The most relevant of these is credit risk. The global expansion of sophisticated products, such as derivatives and a host of other products, has further fueled the rise in transaction values. This poses a real threat to a company's well-being, regardless of its size. Emerging from the credit crisis of 2007, which saw a number of financial institutions, both large and small, fail due to unmanageable credit losses, it has become paramount for organizations to track and manage credit risk. In addition, new global banking rules are in place to guide various financial institutions towards best practices for credit risk management. Under current international banking regulations, credit ratings of counterparties have become ever more important in determining how much capital reserves financial institutions should set aside to protect themselves from potential counterparty defaults. This course focuses on external credit rating agencies and the process by which credit ratings are determined. It discusses how credit ratings are used to calculate credit risk, which in turn allows the banks and financial institution to determine how much capital they need to cover their risk. The course also discusses the use of an internal credit rating process to determine capital reserves.

Course	Description
Financial Analysis for Credit Risk Determination	Making credit decisions requires both quantitative and qualitative analysis. A diligent credit analysis coupled with strong credit policies will typically reduce a financial company's credit risk. Quantitative analysis includes financial statement analysis (FSA). Banks and other financial institutions use FSA techniques frequently in performing their credit decisions. FSA is used to determine the financial state of a company and how it compares to its peers. It consists of techniques that include financial ratios and cash flow analysis. Key financial ratios are used to assess the company's profitability, ability to pay back interest and debt, and the levels of leverage that the company deploys. In the context of credit, the cash flow analysis provides information on whether the company can generate enough funds to increase their debt load. This course gives a brief overview of the structure of a company's financial statements, including the income statement, balance sheet, and cash flow statement. The course introduces financial statement analysis and some of its components, such as ratio analysis and cash flow analysis. Ratio analysis includes financial ratios that are indicative of the company's liquidity, solvency, profitability, and efficiency, and how these ratios are analyzed both historically and also compared to the company's peers. The course also covers two different methods of calculating the company's free cash flows, an important indicator determining whether the company can add to its debt load.
Nonfinancial Credit and Asset Analysis	Making credit decisions requires proficiency in both quantitative and qualitative analysis. Qualitative analysis is a nonfinancial credit analysis that complements the quantitative analysis and is regularly used by banks and other financial institutions that lend money to businesses. In addition to other information about the entity, the analysis also reveals important information such as whether the business being analyzed has competent management and whether it is likely to produce enough cash flow to service any credit that may be extended. After credit decisions have been made, credit analysts must constantly monitor the quality of the loan portfolio to ensure that the bank does not take on any unnecessary risk. This involves ranking loans according to their quality, as well as ensuring that enough bank reserves are put aside to protect the bank from possible defaults. This course introduces nonfinancial credit analysis and includes the Five Cs used to assess credit risk, as well as Porter's Five Forces that assess the competitiveness of a business. It then looks at a framework for evaluating the management of the business to determine its competence in performing its duties. Finally, the course briefly examines the process for analyzing asset quality in a bank's lending portfolio and classifying assets according to their level of credit risk.
Problem Loans and Risk Analysis for Common Loans	Problem loans affect the bottom line profitability of banks. Therefore, it is vital to identify these loans and determine the reasons why they occur. Warning signs typically exist that may inform loan portfolio administrators of impending issues with consumer or business loans. When loans do become problematic, there are certain measures that banks can take to protect themselves, such as restructuring debt, liquidating, or securing assets. Such techniques were widely used during the global credit crisis of the early 21st century, and continue to be relevant in a contemporary credit risk management setting. It is important for analysts to understand the different kinds of consumer loans and tools such as credit scorecards that assist in determining the credit risk level of borrowers. This course introduces non-performing loans and gives an overview of their warning signs. It also describes ways that banks can protect themselves from non-performing loans and minimize any associated losses. It then identifies types of consumer loans and how consumer credit scorecards are used to distinguish high risk borrowers from low risk ones.
Risk Analysis for Specialized Loans	Asset-based loans, such as accounts receivable loans and inventory-based loans are ways for companies to free up cash flow that can be used for funding other working capital requirements. These specialized loans, in which a company's noncash assets that are expected to be converted to cash sometime in the future â€" such as accounts receivable and inventory â€" are converted into cash by a bank. This type of lending is generally used when lending from other places in the market is difficult or impossible. Another form of lending is participation lending, which allows many banks to control their credit risk by contributing smaller amounts to a larger loan. In case of a default, the funds at risk are much smaller than if one bank took the whole loan upon itself. This course introduces accounts receivable and inventory-based loans and the ways to analyze risks associated with these. It then investigates participation loans and focuses on critical points that an analyst must consider when dealing with participation loans.
Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers the latest editions of SharePoint 2013, and the new features and architecture changes found in each edition. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design	When rolling out SharePoint 2013, logical and physical design aspects must be carefully planned and documented. This course is intended to guide you through the process of planning the logical and physical design of a SharePoint Server 2013 implementation. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint track.
Microsoft SharePoint Server 2013 - Core Solutions: Installation	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers the installation options available in SharePoint 2013, as well as farm configurations, and e-mail and mobile device services. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers creating and configuring web applications and service applications in SharePoint 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint track.
Microsoft SharePoint Server 2013 - Core Solutions: Authentication	SharePoint Server 2013 includes a variety of built-in security features to help secure sensitive and confidential information. This course covers the various authorization and security features found in SharePoint 2013, as well as user and content management. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy	SharePoint Server 2013 includes a variety of built-in security features to help secure sensitive and confidential information. This course covers the various security feature used to hardened web sites and farm configurations, as well as metadata and taxonomy features used to categorize and classify information. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search	SharePoint Server 2013 social features enable organizations to quickly gain information on projects, team processes, and development schedules. This course covers user profiles, and My Site features that allow each user in an organization to have a personal site. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring	SharePoint Server 2013 includes a variety features used to help monitor and optimize a SharePoint Server 2013 environment. This course covers how to properly create a maintenance plan, diagnostic and logging tools, and troubleshooting and tracing solutions This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Credit Derivatives and Credit Risk	Credit derivatives have gained increased attention over the past decade primarily due to the need for major financial institutions to transfer credit risk off their books. These financial contracts are also widely used by speculators to profit from potential credit events. It has become imperative for major financial institutions to recognize the need to measure credit risk using traditional and contemporary models. Credit risk measurements allow the financial institutions to determine what type of credit derivatives to use and how to price them. It is important for analysts to distinguish between the different types of credit derivatives such as Credit Default Swaps, Total Return Swaps, Credit Linked Notes, Synthetic Collateralized Debt Obligations, and others. In addition to this, analysts must have a good understanding of the types of credit risk models that exist. This course gives an overview of credit risk and how credit derivatives assist in transferring credit risk to other parties. It briefly covers major types of credit derivatives including credit default swaps, total return swaps, spread and bond options, credit-linked notes, principal-protected structures, repackaging vehicles, and synthetic CDOs. The course introduces various credit risk models and gives an overview of the Altman's Z-score model and neural networks.
Classical Credit Derivatives and Total Return Swaps	Credit derivatives have seen immense growth over the past decade. They are used by hedgers to protect against credit risk and by speculators to take on credit exposure in the hope of earning high returns. Credit derivatives are also used by other financial institutions, such as banks, as a means of funding. Credit derivatives typically reference fixed income securities as a contract's underlying asset because of the inherent credit risk that arises from fixed income security ownership. Total return swaps have emerged as one of the most commonly known, and used, types of credit derivative due to their versatility and effectiveness in transferring credit risk from one entity to another. This course introduces some classic credit derivatives, such as asset swaps, basket and portfolio swaps, and principal protected notes, and also focuses on total return swaps and their applications. The course commences with an overview of debt instrument basics, which provides the basis for understanding its association with credit derivatives.
Securitization and Asset-backed Securities	Securitization has become one of the leading tools used by banks and other financial institutions to manage their balance sheet by transferring assets off the balance sheet â€" typically loans. The securitization process and the products involved are highly complex financial tools and transactions, which can limit investors' ability to monitor and manage risk. Securitization became a widespread practice in the 1970s, although examples of it can be found much earlier. It has experienced immense growth globally, by some estimates to around $13 trillion. Securitizations involving mortgages and other assets, such as credit card receivables, housing and auto loans, airline receivables, and student loans, have become common place. Securitization brings many advantages to the issuer in the form of lower funding costs, reduction in asset and liability mismatching, as well as lower capital requirements and transfer of credit risk. This course introduces the concept of securitization and important aspects relating to it, such as the role of a special purpose vehicle and note tranching. It examines mortgage-backed securities (MBS) and the major risks faced by investors. Different asset-backed security (ABS) structures, which include securities backed by credit card receivables, home equity loans, auto loans, and student loans, are presented at a high level. Then, the course presents the structure of collateralized debt obligations (CDOs) that include collateralized bond obligations (CBOs) and collateralized loan obligations (CLO), as well as how regular CDOs and Synthetic CDOs are used for arbitrage and balance sheet transactions.
Credit-linked and Repackaged Notes	The structured derivatives market gained traction in the early 2000's due to its ability to convert security features, primarily cash flows and maturity, to meet investors' specific needs. This market is composed of complicated combinations of securities and derivatives, allowing for a large degree of flexibility to cater to investor demands. Because potential risks have also become increasingly complicated to identify and measure, it is important for individuals involved in these structured deals to have a good grasp of the dynamics of various transactions and how they may be altered when packaged with others. This course provides an introduction to the basics of credit-linked notes (CLN) and their variations and structures, including total return swap-based CLNs and default-based CLNs. The course also provides an overview of repackaged notes and other synthetic structures dealing with the packaging of derivatives with assets such as synthetic bonds, and callable and puttable asset swaps.
Credit Default Swaps and Credit Spread Options	Credit Default Swaps have emerged as the most widely used credit derivatives in the financial markets. They provide banks and other financial institutions with the means to transfer credit risk off their books and to diversify their financial portfolios. These products are also extensively used for additional yield generation through the receipt of premiums, as well as to speculate on credit spread curve fluctuations. Options on credit default swaps, known as swaptions, have become popular as an extension of swaps, which provide channels for credit spread strategies to hedge and speculate credit risk. The use of credit spread options and credit spread futures has increased the demand for credit derivatives. They are most frequently used by international banks and investment houses to manage and profit from credit events. This course provides an overview of credit default swaps, swaptions, and constant maturity credit default swaps, and also covers how they work and their typical payoff profiles. It then introduces the two categories of credit spread options: those that reference obligations with fixed credit spreads and those that reference the level of credit spread on the reference obligation. Credit spread forwards contracts are also briefly covered.
Credit Derivatives Applications	The ongoing rapid growth of credit derivatives, which began in the late 1900s, has primarily been fueled by the requirements of large international banks to manage their regulatory capital requirements and increase the efficiency of their capital reserves. This has led to a wider acceptance of these instruments, mainly as a means to remove credit risk off the books of one entity and onto the books of another who is willing to accept it. In addition to large international banks, many smaller regional banks and insurance and reinsurance providers, as well as institutional investors, hedge funds, and corporations, have become the users of credit derivatives. This course gives a brief overview of the general characteristics of credit derivatives and the market for them, including the major participants and the roles they play. It also examines various credit risk applications from banking, investor, and corporate applications.
Credit Derivatives: Pricing and Operational Issues	Credit derivatives were introduced in the early 1990s and have been widely adopted as a means for transferring credit risk exposure from one market participant to another. Before this time, these products were primarily used by banks to reduce the credit risk inherent in their loan portfolios. Credit derivatives have since evolved to include an array of different structured products that can be greatly tailored to the user's specific needs, and are used by a variety of entities wishing to hedge, speculate, or profit from arbitrage. By 2005, the growth of credit derivatives outgrew the processing capabilities of firms offering these products, both in terms of technology and people. These products are highly complex to price, and human errors and system failures can lead to enormous financial losses. This course introduces the general risks generated by credit derivatives, including credit risks, default risks, modeling, and legal risks. It briefly covers some pricing techniques for several widely used credit derivatives, including credit default swaps, asset swaps, and bond options. The course concludes with an overview of operational issues, such as technology requirements and testing procedures, as well as the transaction process and issues arising from unconfirmed trades.
Credit Derivatives: Regulatory, Legal, and Taxation Issues	Credit derivatives are highly complex financial instruments used to transfer credit risk from one entity to another. These instruments are defined as contracts that are traded over-the-counter between private parties. Due to their private nature, the inherent risks posed by such agreements have forced regulators to address legal, accounting, and tax issues related to these agreements. Standardized documentation and definitions have been created to allow for mutual understanding between the two parties and try to remove any vagueness in the contract details that may prove detrimental to either party. Standardization will never be complete for such agreements due to the specific requirements of different users from one contract to another; however, they hope to build on a mutual solid foundation while still allowing flexibility to meet end user requirements. Because proper accounting and taxation treatment of these products is constantly evolving, professional judgment plays a great role in these areas. This course introduces regulatory documentation set out by the International Swaps and Derivatives Association (ISDA) and the legal issues that may arise due to a lack of proper documentation and understanding between two parties. It also examines the issue surrounding the definition of restructuring as a credit event. The course briefly covers regulatory issues, including centralized clearing mechanisms and collateral margins, and the accounting treatment and tax issues regarding credit derivatives.
Managing Resource Utilization in Linux	As a Linux administrator, the systems you manage will be used by a number of clients playing varying requirements on the resources of your server. Administrators must be able to monitor resource utilization in order to both mitigate any issues that may arise, as well as predict and plan for future resource requirements. This course covers the tools available within Linux to determine issues that may be limiting available resources as well as monitoring these resource usage over time. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Booting Linux and Installing Applications from Source	As a Linux System Administrator you'll sometimes require a specific piece of software, or specific version of software that is not available as a binary from your Linux distribution's repository. In this situation, compiling your own binary directly from the source code may be the only way to obtain this application.This course covers the prerequisites required to compile software on your system, as well as how to extract and build software from source. A number of alternative bootloaders aside from the now standard GRUB bootloader are also discussed. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 202.

Course	Description
E-mail and Security in Linux	Linux has networking and system security as two of its fundamental design goals. Linux functions as the e-mail server for a large number of businesses and organizations. Those wishing to provide POP3 and IMAP mail access often turn to a system such as Courier or Dovecot to provide these services. This course demonstrates how to configure these systems. In addition, because of its strong-networked and secure framework, Linux can be configured as an excellent network router for small to medium applications. This course demonstrates how to configure Linux as a router and also provides the learner with the groundwork for securing and testing the security of a Linux installation. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Linux Kernel Compilation and Linux Startup	As a Linux System Administrator, you may find that there are times you need to update or customize your Linux kernel for new features, bugfixes, or optimal performance. This course covers the tasks involved in building, patching, and customizing a Linux kernel. In addition, it also covers customizing and troubleshooting booting a Linux system. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Linux File Sharing and Filesystem Management	As a Linux System Administrator, managing, protecting, and proving access to the files and data of your users is paramount. This course covers the creation, maintenance and configuration of filesystems in Linux as well as configuring file sharing via Samba and NFS. In addition, this course also covers configuring DHCP service. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Linux Network Configuration	As a Linux System Administrator, you will need to setup and configure network clients and DNS services. This course covers the tasks involved in basic and advanced options for configuring Linux network clients and DNS services. In addition, it also covers configuring a Linux DNS server. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 201.
Linux Network Services	As a Linux System Administrator, configuring servers to provide services and improve the work environment for your users is a common task. This course describes configuring mail services such as Sendmail and Postfix. It also covers The configuration of the Apache web server, Nginx HTTP and reverse proxy server, as well as the Squid proxy server. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 202.
Linux System Maintenance and Hardware Configuration	As a Linux System Administrator, you will need to add and configure hardware within your servers. This course will give you an understanding of these topics, as well as configuring software RAID, system logging, packaging software, and creating a plan for system backups. This course is for people taking the Advanced Level Linux Professional (LPIC-2) Exam 202.
Linux Security	As a Linux System Administrator, the security of your systems and the information on them is of utmost importance. This course covers a myriad of security topics including NIS, LDAP and PAM, as well as firewall configuration. In addition it also covers securing FTP, OpenSSH and TCP Wrappers. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 202.â€‹
Linux System Troubleshooting	As a Linux System Administrator, you will encounter times when for various reasons your system isn't behaving as it should. This course covers troubleshooting various aspects of a Linux system from boot problems to network configuration issues as well as general system configuration and shell problems. This course is for people taking Advanced Level Linux Professional (LPIC-2) Exam 202.
Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB	Oracle Database 12c has introduced a number of new features to their management system to maintain the lead in the industry new trend-setting products. Two of these are the Enterprise Manager Cloud Control and Multitenant Container Databases. Enterprise Manager Cloud Control is designed for cloud computing allowing the Oracle Database 12c to be managed through a complete, pre-integrated, off the shelf private cloud solution. Oracle Multitenant allows Oracle to contain a set of portable schemas, objects, and related structures, which appear as separate databases to an application. The self-contained collection is called a Pluggable database and the multitenant container contains one or more of these PDBs. This course describes the Enterprise Manager Cloud Control and Multitenant Container architectures and demonstrates of to use these two new features, including creating CDP and PDBs using different methods. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Managing CDB and PBD, and Data Optimization	Oracle database contains the Oracle Multitenant feature, which enables Oracle database to contain a portable set of schemas, objects, and related structures that appear logically to an application as a separate database, called a Container Database or CDB. CDB contains pluggable databases or PDBs. Database administrators need to understand how to manage this new option. This course will demonstrate how to connect to, start and shut these databases down, as well has how to manage their tablespaces and users. It will also demonstrate how to backup and recover them for different media failure situations. This course is one in a seriesin the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving	Oracle Database 12c offers multiple features to enable customers to implement an ILM strategy. These features include Heat Map and Automatic Data Optimization to create policies, as well as In-Database Archiving and Temporal Validity to archive data. This course describes how to use Heat Map and ADO to implement an ILM strategy along with partitioning and compression. It also describes how to use the Online Move data file, Online Move partition, In-Database Archiving, and Temporal Validity features to manage database storage and data archiving. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Managing Security	Oracle Database 12c has provided some new security features to better enable security within a database instance. This includes unified auditing to consolidate all audit trails and to improve auditing performance, new administrative privileges and the ability to analyze privileges on users. It also provide a feature called Oracle Data Redaction, which enables sensitive data to be shielded from applications and users on-the-fly before results are sent to the end-user or application. This course will discuss and explain how to use and implement these features in Oracle Database 12c. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: High Availability and Database Management	An important part of managing an Oracle Database instance is ensuring high availability and manageability. In Oracle Database 12c new features and enhancements have been added to the RMAN client utility to ensure for better back up and recovery of databases. It has also added the Real-Time Database Operation monitoring to allow administrators to monitor database operations. Oracle has also provided the Oracle Enterprise Manager 12c Database Lifecycle Management pack which allows for processes to be automated to manage a database lifecycle. This course will discuss how to use the new features of RMAN, Real-Time Database Operation Monitoring, and schema and change management. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Tuning SQL and Using ADDM	Oracle Database 12c provides many new features, like SQL Plan Directives, to make tuning and monitoring SQL easier. Other improvements include enhancements to the Automatic Database Diagnostic Monitor (ADDM) which now includes Emergency Monitor, Real-Time ADDM, Compare Period ADDM, and Active Session History (ASH). This course discusses how to use these new and improved features in Oracle Database 12c to monitor and tune SQL and the database. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Resource Manager, Online Operations, and ADR	Oracle Database 12c introduces several Resource Manager enhancements to handle resources within CDBs and PDBs. There's a new multiprocess multithreaded Oracle architecture and enhancements to the Database Smart Flash Cache and undo segments. And there are new features for tables and indexes to help to diagnose database data and improve network traffic. This course will discuss and show how to use these new and enhanced features. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Transporting Databases and Managing Data	Oracle Database 12c offers new and enhanced features providing better importing and exporting of databases and data. These features include support for CDB and PDBs and better handing of the data being moved. Also provided are better features to allow DBAs to create and manage partitioned tables and indexes and stored large amounts of data within a column. This course will discuss the new and enhanced features of Oracle Data Pump, SQL*Loader and external tables. It will also demonstrate how to use the new features for partitioned tables and indexes and SQL. This course will show and show how to use these new and enhanced features. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Overcoming Resistance to Coaching	Overcoming Resistance to Coaching
Gaining Access through Cold Calls	Gaining Access through Cold Calls
Effective Sales Coaching	Effective Sales Coaching
COMPLIANCE IMPACT: Information Security â€" The Break-In	Given the global nature of commerce and the volume of electronic information routinely exchanged every day, data security has never been a more critical business issue. This Compliance Impact dramatizes how a simple act of carelessness can cause a serious data breach.
IRB Framework and Risk-rating System	When banks and other financial institutions offer loans, leases, and other credit related services, counterparty credit risk is arguably the most significant risk that they face. The Basel regulations, specifically Basel II and III, stress the need for a strong risk measurement and supervision framework and recommend banks follow one of two approaches. The first approach, called the standard approach, requires banks to use ratings from external credit rating agencies to determine minimum capital required to cover their credit exposures. In contrast to this simplistic approach, the second approach, called internal-ratings based (IRB) approach, relies on internal risk rating systems developed by the banks themselves. Banks are required to categorize their risk exposures in categories such as corporate, sovereign, bank, retail, and equity. The estimation of key risk components or parameters such as probability of default, loss given default, exposure at default, and maturity is also required. This course presents a high level view of IRB approaches, rating systems, and related concepts. The course covers the foundation IRB and advanced IRB approaches, and discusses related concepts such as banking-book exposures and risk components. The course also goes on to discuss key components of an IRB system and the rating system design for a bank.
COMPLIANCE IMPACT: Respectful Workplace â€" Reuben's Story	As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This Compliance Impact dramatizes ways in which disrespect can occur in the workplace.
COMPLIANCE IMPACT: Antitrust â€" Rigging the Bid	Antitrust and competition laws have a broader scope than you might realize. They apply not only to corporate-level mergers and acquisitions, but also to proposals you might be drafting or bids you're submitting. This Compliance Impact demonstrates the importance of being aware of antitrust guidelines when engaging with competitors.
COMPLIANCE IMPACT: Insider Dealing â€" The Tipping Point	Illegal insider dealing can have serious consequences for individuals and companies, so it's important to understand what it is and how to avoid it. This Compliance Impact experience follows characters who compromise themselves and their organizations through illegal insider dealing.
COMPLIANCE IMPACT: Conflict of Interest â€" Just Helping a Friend	A conflict of interest is a problem of divided loyalties or conflicting obligations â€" for instance, your interests and those of your organization. Being aware of the potential for conflicts of interest in your workplace and knowing how to respond appropriately if they arise can help you avoid any negative consequences. This Compliance Impact follows an employee as she enters into a conflict of interest situation.
COMPLIANCE IMPACT: Reasonable Accommodation â€" The Ask	In an increasingly diverse workplace, managers must operate with sensitivity in handling accommodations for disabilities, religious practices, and medical leave. This Compliance Impact shows the types of situations that can trigger legally mandated accommodation and explains how to respond appropriately.
Mentoring 77-428 Excel 2013 Expert Part	Mentoring 77-428 Excel 2013 Expert Part Two
COMPLIANCE IMPACT: Bribery â€" The Shipment	Bribery is any attempt or action to give, pay, or promise something of value with the intent to influence a business decision or gain a commercial advantage. This Compliance Impact experience dramatizes a situation where people behave inappropriately to expedite delivery of a shipment that's been held up in customs.
COMPLIANCE IMPACT: Using the Internet â€" Beware the Share	While the Internet has transformed how we share information, there are potential risks associated with using it in the workplace. You need to protect your own and your company's best interests when using Internet technologies. This Compliance Impact dramatizes some situations where employees' use of the Internet poses a threat to their companies.
COMPLIANCE IMPACT: Business Ethics â€" Adjusting the Figures	Ethics has a foundational role to play in today's corporate culture. Being able to respond appropriately to situations that present ethical risks will help you contribute to a positive business environment. This Compliance Impact demonstrates how employees' unethical actions can result in severe and negative consequences.
COMPLIANCE IMPACT: PCI â€" Verifying the Transaction	The payment card industry (PCI) is booming with people using credit and debit cards with increasing frequency for all sorts of transactions every day. Unfortunately, the prevalence of credit and debit card usage creates opportunities for fraud, theft, privacy violations, and counterfeiting. This Compliance Impact gives guidance on ways to protect payment card information during transactions.
COMPLIANCE IMPACT: Workplace Violence â€" The Warning Signs	According to the Bureau of Labor Statistics, in the US, 17% of the 4,609 work-related deaths in 2011 were attributable to violence, of which 458 instances were homicides. Workplace violence includes a range of acts such as assault, bullying, and harassment. Understanding more about workplace violence and how to react when it occurs can help make the workplace safer for you and your coworkers. This Compliance Impact dramatizes an incident of workplace violence and explores how to prevent and respond to violent crises.
Data Maintenance and Oversight for IRB Systems	Banks that adopt the IRB approach to determine regulatory capital rely on their internal systems for assessment of credit risk. In order to produce reliable risk estimates, these IRB systems are subject to strict validation and data management practices. The two most significant of these practices are data maintenance and control and oversight. Effective IRB data maintenance encompasses sufficient checks and balances during collection, storage, retrieval, and analysis of essential data for obligors and facilities throughout the entire data life cycle. A control and oversight mechanism ensures that the various components of the IRB system are functioning properly. This course introduces various aspects of data maintenance, control, and oversight mechanisms for IRB systems. It illustrates the life cycle tracking for data and discusses the role of data in the IRB system. The course also outlines various Basel guidelines for ensuring data quality and integrity, and independence, transparency, reviews, audits, and corporate oversight of IRB systems.
Basel Regulations and Operational Risk Management	Operational risk is a significant risk that banks and other financial institutions face. Basel regulations, specifically Basel II, have established principles and guidelines for holding adequate capital to cover losses that arise from operational risk events. There are two broad categories of operational risk activities: measurement and management. Operational risk measurement involves quantitative assessment of operational risk and is used for determining regulatory capital. On the other hand, operational risk management involves a qualitative assessment of operational risk and a system to manage that. A successful operational risk program under Basel II combines quantitative and qualitative approaches to ensure operational risk is effectively measured and managed. This course discusses various aspects of operational risk management and measurement as outlined in Basel II regulations. It identifies key operational risk events and sources, and common risk measurement methods. It then introduces aspects of the operational risk management framework and Basel II principles for managing operational risk in banks. These principles deal with developing an operational risk management environment, as well as the governance, continuity, and disclosure of operational risk in banks.
Operational Risk and Advanced Measurement Approach	Basel regulations, specifically Basel II, establish principles and guidelines for banks to calculate their minimum capital requirements for credit, market, and operational risk. Operational risk represents the risk of financial loss resulting from inadequate or failed internal processes, people, and systems or from external events. Depending on the level of sophistication of individual banks, Basel II permits three methods for calculating operational risk capital charges: basic indicator approach, standardized approach, and advanced measurement approach (AMA). The AMA is the most sophisticated and risk sensitive of the three and allows banks to use their own method for assessing their exposure to operational risk provided they meet certain requirements set by Basel. A bank's AMA would be obliged to make use of certain data elements, primarily taking into account internal loss, business environment, and internal control factors to create a reliable estimate of the operational risk capital charge. Banks should also have systems for regular validation and verification and should ensure successful development, implementation, and maintenance of the AMA framework. This course presents a high-level view of the advanced measurement approach and Basel regulations for its successful deployment in banks. It recognizes types of AMAs and characteristics of AMA data elements. It then explains validation and verification as part of operational risk management framework and identifies key components of operational loss event valuation.

Course	Description
Operational Risk Identification, Assessment, and Quantification	The Basel Committee identifies operational risk as the key risk that banks face on account of inadequate or failed internal processes, people or systems, or external events. The Committee requires that banks hold adequate capital to cover these potential losses. Banks use a number of methods and tools to identify, assess, quantify, and respond to potential operational risk events. These may include building and using a loss event database, identifying key risk indicators (KRIs), and using tools such as risk and control self-assessment (RCSA), scenarios, and scorecards. The analysis of historic losses also provides meaningful information for assessing the bank's exposure to operational risk and for developing a strategy for their mitigation and control. This course introduces identification, assessment, and quantification of operational risk in a bank or a financial institution including key decisions affecting the determination of internal loss database, the KRI framework, steps in the RCSA process, and operational risk quantification.
Operational Risk Management Framework, Process, and Applications	Basel regulations include established principles and guidelines for managing operational risks and holding adequate capital to cover potential losses from operational risk events. The Basel Committee requires a bank or a financial institution to have an adequate operational risk management framework for this purpose. As a result, an operational risk management (ORM) framework and corresponding ORM processes should comprise important steps such as identification, assessment, reporting, monitoring and control, and mitigation of operational risk. The ORM efforts at a bank yield several management applications aimed at business goals such as risk awareness, loss reduction, and risk optimization and mitigation. This course discusses various aspects of operational risk management framework, process and applications in banks. It identifies key risk events, characteristics of an operational risk management framework, and steps in an ORM process. The course then discusses key management applications of ORM efforts, challenges, and components of ORM deployment strategy.
Management and Supervision of Liquidity Risk	During the credit crisis of 2007, many of the problems were not a result of shortage of capital, but of enormous liquidity risk taken by banks. When the Basel Committee on Banking Supervision introduced the third Basel Accord, or Basel III, in December 2010, it required banks to have stronger liquidity standards as well as better risk management and supervision. As a result, Basel III introduced several liquidity risk measurement, management, and supervision tools and guidelines for banks, including two liquidity ratios to provide supervisors with important information required to assess the liquidity risk of a bank and to ensure that banks survive liquidity pressures. Basel III also introduced several principles that banks should follow for efficient management and supervision of their liquidity risk. This course discusses liquidity, liquidity risk, and its management. It introduces the two key liquidity risk ratios - the liquidity coverage ratio and the net stable funding ratio. The course then introduces various principles for governance, public disclosure, supervision, measurement, and management of liquidity risk at banks.
Liquidity Risk Measurement, Monitoring, and Application of Standards	Liquidity of a bank describes its ability to meet out its debt obligations as and when they arise without incurring unacceptably large losses. A sound liquidity risk management framework comprises an array of metrics, measurement, and monitoring tools to assist supervisors in identifying and analyzing liquidity risks. Basel III introduced several liquidity risk standards, including two liquidity ratios to assess the liquidity risk and to ensure that banks survive liquidity pressures. Basel III also introduced a set of monitoring tools aimed at capturing specific information related to a bank's cash flows, balance sheet structure, available unencumbered collateral and certain market indicators. This course presents a high-level view of common liquidity risk ratios, measurement and monitoring of liquidity risk, and application of liquidity risk management tools. It discusses key liquidity risk standards and tools for measuring and monitoring liquidity risk in banks. The course also provides a brief introduction to the key considerations in the application of liquidity standards in a bank.
Basel II and Basel III: An Overview	Developed by the Basel Committee on Banking Supervision, the latest Basel regulations – Basel II and Basel III – represent decades of comprehensive global banking reforms. The aim of Basel II and Basel III is to strengthen the stability of the international banking system. Basel II is based on three mutually reinforcing pillars: minimum capital requirements, supervisory review process, as well as market discipline and disclosure requirements. Its key goal is to determine the minimum level of capital banks need to maintain to cover the risks they're exposed to in their lending and investment activities. Considered a major overhaul of Basel II, Basel III requires stronger capital and liquidity standards to be accompanied by better risk management and supervision by banks. Basel III endeavors to plug any gaps that were present in Basel II and also attempts to strengthen the regulations promoted by Basel II. This course gives an overview of Basel II and Basel III; the factors that led to the two accords, objectives, key approaches, and differences between them. It focuses on how various Basel regulations help banks become stronger and better managers of their risks. The course goes on to discuss the three pillars of Basel II and its approaches for measuring capital requirements for credit, operational, and market risk. Finally, the course outlines key features of Basel III, its differences and improvements over Basel II, and some key components of its global implementation and timeline.
IRB Approach for Corporate and Retail Exposures	One of the key goals of the Basel framework is to ensure that banks maintain a minimum level of capital at all times in order to cover their credit risk. Basel regulations propose a number of approaches for determining credit risk capital. Basel II, for instance, proposes an advanced and sophisticated approach called the internal ratings-based (IRB) approach for determining capital requirements for credit risk. This approach relies heavily upon a bank's internal assessment of its counterparties and is subject to strict data, validation, and operational requirements. The IRB approach deals with various types of banking-book exposures, such as corporate and retail credits and borrowers, differently because of their unique underlying risk characteristics. This course presents a high-level overview of the IRB approach for determining retail and corporate credit risk. Apart from providing an overview of Basel, and especially the IRB approach, it also discusses the IRB framework for retail and corporate exposures. The course also discusses risk weights and minimum requirements for these two types of exposures.
Quantification of IRB Systems	Basel II proposed a sophisticated approach for determining capital requirements for credit risk, known as the internal ratings-based approach (IRB). The IRB approach is predicated upon a bank's internal assessment of its credit risk and is subject to strict data, validation, and operational requirements. When using the IRB approach, a bank also has to put a system in place that consists of four interdependent components: credit risk rating, quantification of risk ratings, data maintenance, and oversight mechanisms. Taken as a whole, these components present a framework for defining and improving the evaluation of credit risk. The quantification component in this framework helps translate credit risk ratings against the IRB risk parameters, which are probability of default (PD), loss given default (LGD), exposure at default (EAD), and maturity (M). This course introduces the quantification component of the IRB framework and discusses ways to quantify the key risk parameters. It identifies IRB quantification system guidelines and the stages in the quantification process. It also outlines some important considerations in quantifying retail and corporate credit exposures.
Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface introduced Windows 8. Windows 8.1 also adds new features, from enterprise oriented features, such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1, what's changed from previous Windows versions, and how to support some of that new functionality. It also covers strategies to get Windows 8.1 on a machine and how to upgrade or migrate settings. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Hardware and Applications	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface from Windows 8. Windows 8.1 also adds new features, from enterprise oriented features, such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1 hardware and device drivers, what the requirements are for Windows 8.1 devices and how device detection works. It also examines applications – from Windows 8.1 style applications to desktop applications. Finally it covers Applocker, which allows you to restrict applications based on a set of rules. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Network Configuration	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface from Windows 8. Windows 8.1 also adds enterprise oriented tools such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1 networking covering IPv4 and IPv6, name resolution, and wireless networking. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Remote Management and Security	Windows Server 8.1 includes a variety of features to help maintain security and to provide reliable tools for remote administration. This course covers how Windows Firewall is used to protect a Windows 8.1 computer, as well as features used to remotely administer a Windows 8.1 computer, and provide assistance to other Windows computers. This exam will count as credit towards both the MCSA and MCSE certification path.
Microsoft Windows 8.1 - Configuring: Resource Access	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new features, including enterprise-oriented ones, such as Workplace Join, and more consumer-oriented features like Miracast Display. This course explains how to access local and shared resources, such as files and folders or printers, using Windows 8.1. It also covers authentication and authorization, covering such topics as smart cards, biometrics, and Microsoft accounts for synchronizing Windows 8 PCs. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new features, including enterprise-oriented ones, such as Workplace Join, and more consumer-oriented features like Miracast Display. This course discusses VPNs and the different technologies supported in Windows 8.1. It also covers Remote Desktop and Remote Assistance. Finally, it covers mobility, configuring mobile devices and how to secure them with BitLocker and BitLocker To Go drive encryption. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Windows Clients	Windows Server 8.1 includes a variety of features to help configure updates, manage local storage, and monitor system performance. This course covers the Windows Update feature, as well disk management features to help administer and manage local storage. It also explains how to properly monitor a Windows 8.1 computer to ensure optimal performance and reliability. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687:Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: File and System Recovery	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new enterprise-oriented features including Workplace Join, and more consumer-oriented features like Miracast Display. This course covers the startup process for Windows 8.1, tools to manipulate startup, and startup based recovery options including the BCD store and WinRE. It also covers System Restore as a recovery mechanism, PC Refresh and PC Reset, and finally at file recovery options like Windows File History and Backup. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course discusses the planning and installation of Windows Server 2012 R2, including an overview of the various editions, features, minimum requirements, and upgrade paths. It also covers installing Server Core, migrating roles from previous versions of Windows Server, optimizing resource allocation, and adding and removing features. Also included are topics such as configuring Server Core and the full GUI interface, deploying roles on remote servers, remote server administration, and NIC teaming. It is one of a series designed to prepare the learner for exam 70-410: Installing and Configuring Windows Server 2012 R2.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course looks at local storage space configuration basic and dynamic disks, MBR and GPT disks virtual hard disks, and the creation and configuration of storage pools. This course also examines the creation and configuration of shares and share permissions, offline file configuration, access-based enumeration, the volume shadow copy service, NTFS quotas and how to configure work folders. The course is the second in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course discusses the Enterprise Printing capabilities of Windows Server 2012 R2, including an overview of the various options and features of Print and Document Services. The course also covers installing managing servers using Server Manager and PowerShell and provides instruction on how to set up and configure various options using both the Windows interface and the PowerShell command line. It is one of a series designed to prepare the learner for exam 70-410: Installing and Configuring Windows Server 2012 R2.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course examines Hyper-V, and how Windows Server 2012 R2 takes advantage of the architecture. This course also examines the Configuration options for Hyper-V, along with methods used to install hosts in Hyper-V sessions. Finally, this courses looks at configuration options for both virtual machines and differencing disks. The course is the fourth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012
Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course covers the fundamental elements of core network services which includes IPv4 and IPv6 based addressing and subnets. In addition, it discusses how interoperability between IPv4 and IPv6 is facilitated using available technologies in Windows Server 2012 R2. Finally, this courses also looks at the role of DHCP and how it is used to configure dynamic IP addressing in a network environment. The course is the fifth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course examines installing the DNS Server Role, integrating Primary zones, setting up forwards and root hints, and working with the DNS cache. This course also examines creating records for DNS, and configuring and testing the DNS client using nslookup and ipconfig utilities. The course is the sixth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course covers installing and managing Active Directory. The course also looks at Active Directory component and architecture as well as AD objects and schema. This course is the seventh in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs	Microsoft Windows Server 2012 R2 builds upon previous versions of Windows Server, adding several new features. This course examines Active Directory groups and group policy objects. You will examine how to use group nesting, convert groups, change group memberships, enumerate groups, delegate group membership, and manage Active Directory containers. This course also covers how to create and manage a Central store, use Starter GPOs, create GPO links, and use security filtering. The course is the fourth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Security	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server and provides several new features. This course examines the configuration of security policies, application restriction policies, and the Windows Firewall. Specifically user rights assignment, security templates, audit policies, local users and group configuration, and user account control are explored, as are AppLocker, rule enforcement, and software restriction policies. Other tasks to be examined include configuring Windows Firewall, through both static configuration and group policy, configuring security rules, creating exceptions, and importing and exporting settings. This course is the ninth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Mentoring 312-50 Certified Ethical Hacker	Mentoring 312-50 Certified Ethical Hacker (CEH)

TestPrep 312-50 Certified Ethical Hacker (CEH)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-411 Administering Windows Server 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test
TestPrep 70-410 Installing and Configuring Windows Server 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption	This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS	Windows Server 2012 R2 includes a variety of features to help deploy operating systems, and to support, maintain and monitor an environment once implemented. This course discusses the Windows Deployment Services role and how to create and deploy images over the network. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring	Ensuring the client computers are up-to-date and running efficiently are two of the main task that an administrator must perform on an on-going basis. Windows Server 2012 R2 provides server roles and tools to make these tasks easier, which includes automation. Windows Server Update Services can be used to automate the task of deploying updates throughout the network. Performance Monitor, Data Collection Sets, Reliability Monitor, and Event Monitor are other tools to monitor the performance of the servers and clients. This course discusses and demonstrators how to use these features and tools in a Windows Server 2012 R2 environment. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Network Services and Access	Microsoft Windows Server 2012 R2 provides multiple features to allow for network services and remote access to the network; such as DNS zones and records. These features are used to lookup and access DNS resources on the network, and provide different types of zones and records depending on the access required. Windows Server 2012 R2 also includes the Remote Access server role to all clients outside the network to gain access to the intranet using different methods. This course demonstrates how to configure DNS, NAT, VPNs and DirectAccess to gain access to the intranet. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP	Creating and enforcing local and remote network access policies for authentication, authorization, and client health are key tasks that an administrator must perform in order to ensure a secure, accessible, and robust networking environment. This course discusses and demonstrates how to install and configure Network Policy and Access Services (NPAS), Network Policy Server (NPS), and RADIUS infrastructure. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies	Managing service accounts and account policies are key tasks that an administrator must perform in order to ensure a functional, secure and accessible environment. This course discusses and demonstrates how to configure and manage service accounts and account policies. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411: Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory	Active Directory Domain Services is a critical part of a Windows Server 2012 R2 infrastructure and therefore requires that is be kept maintained. This will ensure it says operational. This course discusses and demonstrates how to configure domain controllers, including the different FSMO roles and Read-only domain controllers. It also demonstrates how to maintain Active Directory including how to backup and restore it and perform offline maintenance tasks. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing	Managing Group Policy Processing and Group Policy Settings are key tasks that an administrator must perform in order to ensure a functional, secure and accessible networking environment. This course discusses and demonstrates how to configure and manage Group Policy Processing and Group Policy Settings. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411: Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences	The protection and utilization of valuable Group Policy Object assets is an important management task within an Active Directory controlled environment. You need to ensure that you can recreate them if they become corrupt or lost. Windows Server 2012 R2 also provides the functionality to facilitate the configuration and deployment of unenforced domain-wide client computer settings using Group Policy Preferences. This course will demonstrate how to back up, restore, copy, and import GPOs and create migration tables. It will also show how to configure Group Policy Preferences. This course is one in a series in the Skillsoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
COMPLIANCE IMPACT: Antitrust â€" Trade Association Meeting	At trade association meetings, competitors exchange important information and collaborate in a way that benefits industries and consumers. But what happens when an exchange strays from permitted business talk to a potential violation of antitrust law? In this Compliance Impact, an employee must respond to a competitor who brings up a risky topic during a trade association meeting.
COMPLIANCE IMPACT: Bribery â€" The High Commission Red Flag	Bribery violations can be a risk for any company, especially those that operate on a large global scale. Knowing the warning signs for bribery is the first step in helping to prevent that risk from becoming a reality. In this Compliance Impact, an employee considers what action to take when a trusted agent's request raises a red flag for bribery.
COMPLIANCE IMPACT: Insider Dealing - The Memo	Employees who possess confidential information about their company are responsible for safeguarding that information. This obligation extends to the use of certain confidential, or "inside," information in making a decision to trade or not to trade securities, which is prohibited by law. This Compliance Impact explores one such opportunity faced by an employee who must decide what to do with confidential information he inadvertently discovers.
COMPLIANCE IMPACT: Social Media - Blogger Gone Bad	Using social media can be risky, especially when talking about your company or competitors. This Compliance Impact explores a situation where an employee uses social media inappropriately â€" in a way that is both unethical and in violation of her company's social media policy.
COMPLIANCE IMPACT: Harassment - It's No Joke	It's everyone's responsibility to keep harassment out of the workplace . Whether you're the victim or a witness, it's important that you report any incident, no matter how seemingly slight. But reporting harassment isn't always easy. The pressure to fit in and avoid disrupting personal relationships can make reporting uncomfortable. This Compliance Impact explores why it's important to report harassment no matter the circumstances.
COMPLIANCE IMPACT: Harassment - Handling the Complaint	As a manager, it's important to take seriously any harassment complaint you receive.But responding to harassment isn't always easy. This Compliance Impact explores the right way â€" and the wrong way â€" to respond to a harassment complaint.
COMPLIANCE IMPACT: Respectful Workplace â€" One Bad Apple	All employees deserve to be treated with respect and dignity. To offend, embarrass, or in any way mistreat those you work with is unacceptable. This Compliance Impact shows how just one employee can make the workplace unpleasant for all.
COMPLIANCE IMPACT: Reporting Misconduct â€" Trust Your Instincts	Misconduct and ethical violations can lead to extremely negative consequences for a company and its employees. Yet, fear of retaliation often prevents employees from reporting misconduct. This Compliance Impact dramatizes a situation where an employee struggles with whether to report the misconduct of a senior executive.
COMPLIANCE IMPACT: Political Activities â€" Keep It Personal	Everyone has the right to participate in politics. But employees should not use their company's time or resources to do so, and should use care to avoid representing the company or its views when engaging in personal political activities. This Compliance Impact explores a situation where an employee blurs the boundary between her own political views and those of her company.
COMPLIANCE IMPACT: Respectful Workplace â€" The Bully	Bullying is a pattern of mistreatment that can inflict serious damage on victims. It can also be costly to companies who don't take steps to prevent and respond to it. Bullying can take a variety of forms, including verbal abuse, humiliation, and conduct that's threatening or intimidating. This Compliance Impact explores a situation where an employee comes to recognize that a coworker is being bullied.
COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock	When hourly employees are off the clock, they shouldn't be asked to perform any work duties they aren't being compensated for. Even when time is tight and a task needs to be completed, off the clock means off the clock.
Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications	Windows 8.1 includes a number of new technologies relating to deployment including Windows To Go and the ability to natively boot from a virtual hard disk file. Windows 8.1 also includes new technologies for managing applications, such as Client Hyper-V, and a plethora of new group policy settings for IE 11. This course covers installation and migration strategies for Windows 8.1, and also covers application installation, management, and compatibility management for Windows 8.1 systems. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings	Windows 8.1 provides a number of solutions to integrate with cloud services such as Office 365. In this course, we will look at the considerations for deploying cloud services, as well as how to manage store based and custom apps. The course also covers considerations for the management of user profiles and their content. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access	A primary Windows 8.1 administration task is managing network connectivity and networked machines when on and off network. In this course weâ€™ll cover IP addressing and network connectivity, including wireless networking, remote access, VPNs and DirectAccess, and the processes and procedures of Windows 8.1 authentication and authorization. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security	Storage management has been completely overhauled in Windows 8.1, particularly with the addition of storage spaces, which you can use to simply create fault tolerant arrays which can be dynamically expanded and thinly provisioned. Data security options in Windows 8.1 include EFS for encrypting single files and folders and BitLocker full drive encryption. This course covers data storage and security management in Windows 8.1. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices	Windows 8.1 has wider support for mobile devices than ever. This course covers the range of Windows 8.1 mobility, how to monitor and troubleshoot mobile issues, and also network printing. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security	Windows 8.1 includes new technologies to protect end systems. It also includes tighter integration with cloud services for secure, off-site storage. This course covers antimalware and endpoint protection; including features such as Windows Defender and Windows Update. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services	Bring your own device, or BYOD, culture presents certain challenges for IT Administrators. Windows 8.1 and 8.1 provide wide support for mobile devices, including Windows Intune, which provides cloud-based device management. This course covers the capabilities and configuration of Windows Intune. This course is one in a series that covers the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP	Managing and maintaining client machines within an enterprise can be challenging given the variety of operating systems and devices available to end users. The Microsoft Desktop Optimization Pack, or MDOP, is a suite of tools designed to ease the administration overhead for IT departments. This course examines some of these tools. The course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA	Network Load Balancing (NLB) and failover clustering are features of Microsoft Windows Server 2012 R2, which provide different levels of fault tolerance, high availability, and scalability to the workloads in your data center. NLB provides availability and scalability for servers running TCP/IP services, such as Web, FTP, firewall, proxy and VPN. Failover clustering provides high availability and scalability for services and applications. Both technologies, their key features, differences, usage scenarios, deployment, and configurations are covered in this course. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR	Failover clustering allows you to make applications and services highly available, this includes services in your virtual environment. Microsoft Windows Server 2012 R2 allows you to cluster Hyper-V hosts and virtual machines. By integrating Hyper-V with failover clustering, you can create standby replicas of virtual machines, move running virtual machines between hosts, manage downtime, provide high availability, and plan for disaster recovery. Microsoft Windows Server 2012 R2 also provides several options for backing up and recovering servers in the event of data loss, data corruption, or a server outage. This course is one of a series, which covers the objectives for Microsoft Exam Topic 8-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage	Data storage is a fundamental part of an IT Infrastructure. Windows Server 2012 R2 provides many different storage provisioning, management, and security features to ensure that the organization's data is available as needed. This course describes and demonstrates how to configure iSCSI storage and Internet Storage Name Service or iSNS. Storage optimization is also covered, as is Branchcache, a feature which allows data to be cached locally at the organization's branch offices. This course is one of a series, which covers the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC	Organizations need to store and make data available to users and customers. Administrators need to control how data is accessed and managed. Microsoft Windows Server 2012 R2 provides several tools for managing, securing, and optimizing the organizations data, such as File Server Resource Manager. FSRM is a suite of tools that allows administrators to understand, control, classify, and manage the data stored on their servers. FRSM can be integrated with Dynamic Access Control, or DAC. In this course you learn how to implement a file classification infrastructure using FSRM and DAC. This course is one of a series, which cover the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 R2 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 R2 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS	Dynamic Host Configuration Protocol, or DHCP allows an administrator to automatically configure TCP/IP settings on clients and hosts. The Domain Naming System, or DNS, provides user-friendly names for devices and services on the network. Integrating DHCP with DNS enables device host records to be updated automatically, reducing the administrative overhead. This course covers advanced features of DHCP and DNS, including optimizing, securing and providing high availability for name and addressing services. IP Address Management, or IPAM, is a feature that was introduced in Windows Server 2012. It allows an administrator to manage the DHCP and DNS services on the network by providing monitoring, auditing and discovery of the IP address space. This course also describes the features of IPAM and demonstrates how to install and configure it. This course is one of a series, which covers the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains	Managing Active Directory Domain Service in large distributed environments can be complex. This course describes the characteristics of active directory domains and forests, their boundaries, security and management considerations. It also covers the trust relations which can be established in a distributed AD DS environment. How to configure and secure these trust relationships is also demonstrated. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication	An Active Directory Domain Services deployment can contain many domain controllers, spread over several different sites. In order to provide efficient logons and highly available directory services for your organization, you need to configure your AD DS sites and replication. This course demonstrates how to configure an AD DS site infrastructure, how to configure, manage and troubleshoot replication between sites and domain controllers. It also explains how to deploy read-only domain controllers and password replication policies. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI	Active Directory Certificate Services, or AD CS, allows a company to deploy and manage a Public Key Infrastructure, or PKI, to secure and protect important data and data communications. This course covers the installation and management of a PKI using the AD CS role services, including installation and configuration of AD CS, certificate enrollment, templates, and revocation. This course is one of a series, which covers the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation	Active Directory Rights Management Services, or AD RMS, allows you to protect against leakage or misuse of content within and even outside the organization. Content authors can protect their documents using certificates. To use the document, others must use a rights-enabled application, such as Microsoft Office and obtain an end user license for it. Active Directory Federation Services, or AD FS, allows organizations to collaborate by using a claims based authorization and it allows for a single sign on. This course discusses the concepts and components for AD RMS and AD FS and demonstrates how to set up and configure them. This course can be taken in preparation for exam 70-412: Configuring Advanced Windows Server 2012 Services, which is part of the Microsoft Certified Solutions Associate, or MCSA, credential.
New Features and Common Tasks in Windows 8.1	Microsoft Windows 8.1 is the latest version of the Microsoft Windows PC desktop operating system. It includes a tablet-style user interface, as well as the more conventional Windows desktop interface. This course will introduce learners to key features of Windows 8.1 and demonstrate how to interact with the new UI using either mouse and keyboard or a touch screen device. The course demonstrates how to move around apps, the Start screen, and the desktop. And it covers common tasks such as adding and removing shortcuts and changing settings.
Organizing Files and Searching for Items in Windows 8.1	Windows 8.1 File Explorer provides several options for organizing and navigating to your files. For example, you can use libraries to group folders and back up files. And you can use File Explorer to search for files that may be buried deep in a folder structure. The Search charm can also be used to find files, as well as launch apps and search the Internet. The tools you choose will depend on where you are and what you want to find. This course demonstrates how you can manage your files and make them easier to access. It also shows how to search for items from File Explorer and from the Search charm.
Personalizing Windows 8.1	You can personalize your Windows 8.1 computer to suit the way you want to use it. For example, you can now set Windows to show the desktop, instead of the Start screen, after logging in. This course shows how to customize the appearance of the Lock screen, Start screen, and desktop, as well as taskbar properties. And it demonstrates how you can make the computer easier to use with assistive technologies.
Working with Apps in Windows 8.1	In Microsoft Windows 8.1, you can view the desktop and apps on the same screen. You can get new apps from the Windows Store, and adjust which apps may provide notifications. The process for uninstalling apps and desktop programs is similar, and both can be done from the Start screen and All Apps screen. Windows 8.1 provides two versions of Internet Explorer â€" the new user interface (UI) version, and the desktop version. The new UI version has more settings for customization than the previous version in Windows 8. By signing in to your computer with a Microsoft account, you can apply the same settings to multiple Windows 8.1 devices. Some apps offer account integration, which lets you view multiple accounts in apps, without having to sign in each time. This course demonstrates arranging apps and desktop applications on the screen, using the Windows Store, and using Internet Explorer. It also shows how to connect to Microsoft account and use apps with account integration.
Getting Online, Sharing, and Using SkyDrive in Windows 8.1	Microsoft Windows 8.1 makes it easy to get online by grouping all Internet connections and settings in one place. When you're online, you can share content in Windows 8.1, for example through the Charms bar and File Explorer. And you can access SkyDrive, which is online storage available to anyone with a Microsoft account. This course demonstrates how to join a Wi-Fi network; share items through File Explorer, HomeGroup, and the Charms bar; and set up and use SkyDrive.
Managing Hardware and Advanced Options in Windows 8.1	In Microsoft Windows 8.1, you can use Task Manager to view how your device resources are used, as well as close unresponsive apps. You can add devices, such as printers and monitors to your Windows 8.1 computer. And you can customize settings such as those for privacy and typing. Windows 8.1 offers several security options, which you can customize to meet your needs. This course shows how to manage apps with Task Manager, how to add and manage peripheral devices, and how to customize general settings and security options.
CompTIA Security+ SY0-401: Control Fundamentals and Security Threats	Comptia Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course exams control fundamentals and the CIA traid, along with the types of malware that can affect computer systems and the mechanisms and applications that can be used to combat this malware. This is the first course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses	Comptia Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course examines common network protocols, the fundamentals and dangers of network attacks, implementation of network security, and available tools and devices used to secure networks. This is the second course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Creating Secure Networks	CompTIA Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course exams router and switch configurations, along with firewall types and configurations, and how IDS and IPS are used to secure a network environment. This course also examines other security mechanisms such as proxy servers, all-in-one security devices, flood guards, and unified security management. Finally, this course examines: layered security, Defense in depth, subnetting, DMZ, and NAT. This is the third course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing	Comptia Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course exams penetration testing methods and technologies, along with vulnerability assessment technologies and tools. This is the fourth course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security	CompTIA Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course covers account management, risk reduction, and LDAP. The course will also cover best practices, mitigation techniques, as well as strategies to reduce overall risk. This is the fifth course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Securing a Networked Environment	Comptia Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course examines the various environmental, data, and physical controls used to secure an environment. It also covers various methods used to harden operating systems. This is the sixth course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security	CompTIA Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course examines remote authentication services and mobile security implementation. It also discusses how to secure a wireless network and how to prevent wireless security attacks. This is the seventh course of the security+ SY0-401 certification training path.
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures	Comptia Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course examines how cryptography is used to secure information, the algorithms that are employed, and how public key infrastructures and digital signatures are used to secure information. This is the eighth course of the security+ SYO-401 certification training path.
CompTIA Security+Â SY0-401:Â Securing Applications, Virtualization, and the Cloud	Web servers, web applications, virtualization, and cloud computing are becoming standard parts of corporate infrastructures. This course examines the communication standards and protocols that are used in the web server environment, along with ways to harden web servers and web browsers. The course also examines the different types of attacks web-based applications can face, as well as cloud computing options, and network virtualization. This is the ninth course of the security+ SYO-401 certification training path.
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics	CompTIA Security+ is a vendor neutral security certification that tests foundation knowledge of security skills in a computer environment. This course examines business continuity strategies and methods, along with risk assessment methodologies and management techniques, and disaster recovery preparedness. The course also looks at ways to create security training for users and computer forensic methodologies. This is the tenth course of the security+ SYO-401 certification training path.
Oracle Database 12c â€" Install and Upgrade: Database Architecture	To understand how an Oracle Database functions, it is important to gain a basic understanding of its major components. This course identifies the major architectural components of the Oracle Database 11g Release 2, explains memory structures, describes background processes, and explores the logical and physical storage structures. In addition, this course describes the role of a database administrator (DBA) and the tasks and tools required for this role. This course is one of a series in the SkillSoft learning path that covers the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Oracle Database 12c â€" Install and Upgrade: Installation	The installation of the Oracle software, Oracle databases and ensuring the correct environment are in place are important tasks for a DBA to complete properly. If these tasks are not done issues may occur to the Oracle system. This course covers how to plan for the Oracle software installation and the Grid Infrastructure. It also discusses how to install the Oracle Database 12c databases and post-installation tasks. This course is one of a series in two SkillSoft learning paths that cover the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Oracle Database 12c â€" Install and Upgrade: Upgrading	As a DBA one of the tasks you performed is upgrading or migrating a database to the newest release when it is available. Upgrading a database enables DBAs to take advantage of the newest technologies that are being offered by the provider. Oracle Database 12c provides the latest in efficient, reliable, secure data management for OLTP and cloud applications. This course discusses upgrade and migration methods, how to prepare for and perform an upgrade, as well as how to perform post-upgrade tasks. It also covers how to use Oracle Data Pump to move migrate data. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design	Understanding the Active Directory forest structure; the mechanics of domain controllers, hosted services and strategic placement, along with Active Directory replication is fundamental to effective planning, appropriate design and efficient deployment of a Active Directory forest infrastructure. Forest and domain planning and design is a team effort, and should be a methodical, sequential, and cyclical process. The forest stakeholders and IT designers should support the forest and domain design process; functional outlines and defined security requirement specifications, and detailed service and resource isolation and autonomy requirements. This course discusses Active Directory forest models, forest design guidelines, and domain design model guidelines and deployment. The selection of the forest model and the domain models should be underpinned by a formal specification and build plan and timescale, and should be signed off by the stakeholders and owners; continuous review and testing should be integral activities within the forest design, deployment and operational phases. This course details the design concept and implementation of Active Directory forest and domain trusts, forest and domain functional level options, and the processes and options involved in upgrading Active Directory, a domain controller upgrade.
Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS	An Active Directory site is best defined as a group of Active Directory resources that are hosted on a fast, reliable, and very well-connected network. This course details the design and planning of Active Directory sites that help you map the infrastructure to an organizations physical requirements. This includes strategic domain controller placement and the strategic placement of services such as FSMO roles and the Global Catalog. Branch office support is detailed including the use of Read-Only Domain Controllers, the Filtered Attribute Set (FAT), GPMC, and BrancheCache. To end the course the subject area of domain controller virtualization is explained.
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design	The Dynamic Host Configuration Protocol (DHCP) service and its interoperation with other key services is important in the planning, strategic design, and implementation and maintenance of key Active Directory infrastructural services. In planning the design of the DHCP service deployment, the reliability and continuous availability of the service is key to successfully operation, while the integration of the DHCP service with other Windows 2012 services should also form the backdrop of the DHCP deployment mechanics and operation. In planning the design of a DHCP solution, the IT administrator should consider all of the available features offered by the Server 2012 DHCP service role and deciding which DHCP features to implement should be set against operational requirements; for example, should DHCPv6 be deployed and supported on the corporate networks? How should DHCP interoperate with the DNS service? Is Network Access protection (NAP) interoperability or DHCP MAC filtering required? This course discusses the design and maintenance options for a potential DHCP production solution.
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy	Planning and design of the Organization Unit structure within each forest domain is a primary task in support of a operationally optimized Active Directory infrastructure â€" this course discusses Organizational Unit design and some of the primary architectural components of an Active Directory-controlled environment. The Active Directory security model is designed to support focused, selective and targeted delegated administration of the system objects and resources. Being familiar with the Active Directory security model and developing a proactive maintenance approach is a key goal in providing an optimized Active Directory-based service to end users. This course covers Active Directory object security, protection, the general Active Directory security model, and the delegation of access to Active Directory objects by security principles. The design and implementation of a well constructed, configured, and appropriated targeted Group Policy system is fundamental to the end-user experience, system security, and the optimized operation of an Active Directory-controlled environment. Allied closely to the deployed OU structure, Group Policy application must be thoroughly tested prior to deployment to a production system â€" sloppy configuration and untested application can lead to catastrophic problems in a production system. This course covers the methodological approach to designing, creating, testing, deploying and maintaining a Group Policy infrastructural solution within an Active Directory controlled forest environment. Although Active Directory is designed an extensible system it does have operational limits. Knowing the design limitation Active Directory and the important configurable limits is a key aspect of Active Directory management; designed and configurable limits are discussed in ending this course.

Microsoft Windows Server 2012 R2: Server Infrastructure â€" Server Deployment	The strategic design and implementation of an operating system (OS) solution deployment requires a comprehensive understanding of all of the available tools involved in the OS design, customization, encapsulation, distribution and deployment process. Each new release of a Windows operating system brings new and newly named utilities, and it requires a forensic investigation to keep up with the new and deprecated OS servicing and deployment tools and utilities. This course discusses server deployment design, operating system deployment tools and techniques;including the use of the Windows Assessment and Deployment Kit, the operating system deployment design process, and operating system deployment strategy using the Server 2012 R2 Windows Deployment Service server role. The course also includes consideration of server operating system upgrade, as well as cross-domain and cross-forest role server migration, server consolidation and system capacity and resource planning. Finally the System Center Virtual Machine Manager component, including service templates, operating system, hardware and compatibility profiles, image and template libraries, and logical network management are covered.
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage	The designing and planning of end-user and system supporting file and storage solutions is the first step in provisioning an optimized network service solution â€" a storage solution must be included early in the system design process, as early the hardware appraisal and system specification phase. Although Server 2012 and Active Directory-controlled environment can adequately react and adapt to change, knowing the capabilities of the Server 2012 File and Storage Service server role and the required storage requirements, allows the system designers and network stakeholders to take early and informed decisions regarding hardware and system design, to support the specified storage system capabilities, and to accommodate change and expansion. This course outlines the design and deployment options, interoperability, security, and management of a name resolution solution within a Server 2012 Active Directory-controlled environment using the Server 2012 DNS service and other name resolution services. The course also covers the design, planning and deployment of a number of key elements of the Server 2012 File and Storage Service server role and related technologies, including iSCSI and iSCSI Storage Area Network support. Server 2012 includes a number of new features that enhance file and storage support, ease implementation and maintenance of storage-related features, and provides lower cost options, the new features include: Storage Spaces and Scale-Out File Servers and will be discussed in finishing up the course.
Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN	The planning, strategic design, and implementation and maintenance of key Active Directory infrastructural services include network services such as an IP address management solution and a virtual private network. This course outlines the design and planning considerations for the new Server 2012 IP Address Management feature known as IPAM. Areas covered include the IPAM feature, Group Policy based and manual provisioning of IPAM, IPAM deployment design such as distributed, centralized and hybrid topologies. The configuration of role-based access control, IPAM auditing, IP address migration, multiple DHCP and DNS service management, and how to configure data collection for IPAM are also covered. The second lesson covers the deployment of remote access capabilities by using VPN connections to the private corporate network, and site-to-site VPN connection between partner networks across the public Internet. In addition, the lesson outlines the deployment of an internal Certificate Authority, the autoenrollment feature, and the publication of Certificate Revocation Lists to a Web service.
Microsoft Windows Server 2012 R2: Server Infrastructure â€" DirectAccess	In this course the other main remote access solution technology In Windows Server 2012 R2 is reviewed; DirectAccess. Introduced with Server 2008 R2, the DirectAccess role service role has been augmented and improved, and includes a new fast deployment options allowing small organization to plan and deploy a remote client access solution, on minimal hardware, in a short amount of time. This course covers the new simple deployment method for DirectAccess, and the new remote access server role which supports both VPN and DirectAccess services on the same Server 2012 server. In addition, the lesson covers complex DirectAccess solution planning and deployment, and the planning and design of supporting services.
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection	The Server 2012 Network Policy and Access Services (NPAS) server role is deployed to support network security, and optionally to examine and maintain the health of the client computer that request access to the network and its protected resources. This course focuses on network protection, and in particular how the Server 2012 Network Protection and Access System role operates when configured to serve as a Network Access Protection (NAP) client health service monitor. The course also covers NAP; a complex and extensive mechanism that is deployed to protect internal private network resources, and requires careful planning, and appropriate design and testing before being introduced to the production environment. NAP works in conjunction with several other components in an Active Directory-controlled environment and understanding how NAP and NPS interoperates with network a hardware and software system is a prerequisite when approaching the design of a enterprise network protection solution.
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP	You can protect private system resources by deploying the Network Policy Server as a client health policy checking and remediation service using Network Access Policy (NAP). This allows the system administration to use numerous techniques to check client health at the various network access points and to allow the NPS service to arbitrate on client computer access to the private network. Endpoint Protection is a complementary technology (service role) of the System Center 2012 utility, which monitors client computers for malware status, and client malware prevention readiness by maintaining the up-to-date status of the malware service. In a world where network administrators are under increased pressure to deliver secure internal application access across any Internet connection to any device, Microsoft offers the Web Application Proxy as a solution. With WAP, internal applications can be delivered securely to remote clients with or without another remote access solution, like DirectAccess or VPN. This course covers system protection using Network Access protection, and details System Center Endpoint Protection. To complete the course using Microsoft Web Application Proxy as a solution to deliver secure internal application access across any internet connection to any device is explained.
Lead Awareness	Lead Awareness
Isocynates	Isocynates
Workplace Harassment Prevention for Managers, Multi-State Edition upgrade	Workplace Harassment Prevention for Managers, Multi-State Edition upgrade
Workplace Harassment Prevention for Employees upgrade	Workplace Harassment Prevention for Employees upgrade
Occupational Health and Safety Awareness: Ontario Reg. 297/13 â€" Canada	Occupational Health and Safety Awareness: Ontario Reg. 297/13 â€" Canada
TestPrep 70-464 Developing Microsoft SQL Server Databases	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Food Allergen Safety	Food Allergen Safety
Active Shooter	Active Shooter
PRINCE2 Practitioner Exam Information	This course provides an overview of the PRINCE2Â® Practitioner certification exam including the expected learning levels for individuals preparing for the exam, and the question formats to expect on the exam. This course also provides an overview of navigating PRINCE2Â® Practitioner exam preparation material found in the PRINCE2Â® manual. PRINCE2Â® is a registered trademark of AXELOS Limited.
Oracle Database 12c - Administration: Database Architecture and Management Tools	To understand how an Oracle Database functions, it is important to gain a basic understanding of its major components. This course identifies the major architectural components of the Oracle Database 12c including memory structures and any background processes, and explores the logical and physical storage structures.Â It also discusses the tools to manage a database instance. This includes SQL*Plus, SQL Developer, Enterprise Manager Database Express, and Oracle Enterprise Manager Cloud Control. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Manage the Database Instance	After a database has been installed and configured it is important to ensure it runs properly. This includes ensuring it is started and shutdown correctly to avoid problems, configuring the proper initialization parameters, viewing the alert and trace files for any errors or warnings, and viewing the data dictionary and dynamic performance views for information related to the instance. This course discuss and show how to startup and shutdown the database instance, as well as how to view the alert and trace files and the data dictionary and dynamic performance views. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: The Network Environment and User Security	The Oracle network environment requires correct configuring to allow database connectionsÂ from clients. If the listener and connections are not configure correctly access can be blocked. Also to access the database, a user must specify a valid database user account and successfully authenticate as required by that user account. What the user can execute once they are logged in is controlled by privileges granted to them, which can be system or object. Privileges can be better controlled by using roles and profiles, which control resource consumption and account status and passwords. This course discussion how to configure the Oracle network environment and how to manage user security. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Storage structures and Undo Data	An Oracle database is divided into logical storage units called tablespaces. Oracle also provides Oracle-Managed Files (OMF), which eliminate the need for the DBA to directly manage the operating system files in the Oracle database. Managing undo data is also important DBA role. Data is manipulated using DML, and undo data exists as a copy of the original, premodified data and is captured for every transaction that changes data. This course describes the purpose and functions of tablespaces, including how to manage segments and resumable space allocation. This course also describes how to manage undo data. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Data Concurrency and Auditing	Oracle Database 12c is designed to prevent multiple users from changing the same data at the same time by implementing locks. These locks are used to manage data concurrency and are implemented automatically, which can sometimes cause lock conflicts. This course discusses the locking mechanism in Oracle and how to resolve lock conflicts and deadlocks. It also discusses how to implement database auditing. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Backup, Recover, and Move Data	Preparing for and performing data recovery and completing database backups are the responsibilities of a DBA.This ensures that the database is available for users when they require it. DBAs also need to ensure that if a failure does occur, the loss of data is minimized and they can recover the database in an efficient manner. Oracle DBAs also need to understand the various internal consistency checks a database performs as it moves from the shutdown stage to being fully open. Equally important is an understanding of what can cause a failure, and how to recover from an instance failure. This course explores how to identify the types of failures that can occur in an Oracle database and how to prepare a database for failure recovery by using checkpoints, log files, and the flash recovery area and ARCHIVELOG mode, as well as how to perform different types of backups. It also discusses the need for performing recovery and the use of tools such as the Recovery Manager (RMAN) and the Data Recovery Advisor for file recovery operations. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Maintenance and Performance Tuning	General database maintenance and performance monitoring are important Oracle DBA tasks. Proactive and reactive database maintenance is made easy by the sophisticated infrastructure of Oracle Database 12c, including elements such as Automatic Workload Repository (AWR), ADDM, ASMM, and database alerts. DBAs must make sure that databases are open and available to users when they need it and that it is working without bottlenecks by gathering performance metrics. This course discusses how to use Enterprise Manager Cloud Control to monitor performance, and how to use AMM, ADDM, and the different advisors to obtain necessary information to accurately performance tune the instance. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
Oracle Database 12c â€" Administration: Resource Manager, Scheduler, and Support	By using the Database Resource Manager, you have more control over the allocation of machine resources than is normally possible through operating system resource management alone. Many tasks in the Oracle environment need job-scheduling capabilities. Using advanced Scheduler features, you can exercise more control over various aspects of scheduling, such as job windows and prioritizing jobs. DBAs are also required to ensure that the database is up-to-date with the latest patches and that critical errors are resolved, which includes contacting Oracle for support. This course explains how to configure the Database Resource Manager to access and create resource plans, create, configure, and administer consumer groups, as well as activate a resource plan and monitor the Resource Manager. This course also explores how to simplify management tasks by using the Scheduler to create, program, schedule, and monitor job and how to access and use My Oracle Support. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062Oracle Database 12c: Installation and Administration. This exam is part of the Oracle Database 12c Administrator Certified Associate, OCA, certification path.
TestPrep SY0-401 CompTIA Security+	TestPrep SY0-401 CompTIA Security+
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013	TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
Mentoring SY0-401 CompTIA Security+	Mentoring SY0-401 CompTIA Security+
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks	Virtual storage and virtual networking are two areas of Microsoft's Hyper-V virtualization solution that have seen lots of changes in recent times. This course will cover planning and implementation considerations for virtualization storage and networking using Hyper-V and Virtual Machine Manager 2012 R2. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration	One of the key advantages of virtualized server infrastructure is the ability to move running VMs to shift loads from over-utilized hardware resources to under-utilized ones. This course covers VM movement, including storage migration and live migration. This course also covers virtualization infrastructure management with App Controller and Service Manager with Virtual Machine Manager. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB	Failover clustering and Network Load Balancing (NLB) are features of Microsoft Windows Server 2012 R2, which provide different levels of fault tolerance, high availability, and scalability to the workloads in your data center. Failover clustering provides high availability for services and applications. NLB provides availability and scalability for servers running TCP/IP services. This course covers the planning and implementation of each technology as well as identifying their key features, differences, usage scenarios, deployment, and configurations. The course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates	The modern data center has very specific requirements for physical and virtual machine management, self-service, business continuity, automation, and monitoring and reporting. This course looks at how System Center 2012 R2 addresses those requirements. It also looks at deploying updates using WSUS and System Center Configuration Manager 2012 R2. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.

Course	Description
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests	For organizations that have implemented virtualization and are looking towards private cloud and virtualized data center infrastructures, Microsoft System Center 2012 R2 Virtual Machine Manager is an important management tool. VMM helps manage and maintain control of virtualized infrastructure when deploying many VM hosts and their associated virtual machine instances. This course looks at implementing virtualization hosts and associated virtual machines in a Windows Server 2012 R2 environment. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity	Failover clustering and Network Load Balancing (NLB) are features of Microsoft Windows Server 2012 R2 that provide different levels of fault tolerance, high availability, and scalability to the workloads in a data center, all of which contribute to business continuity. Failover clustering provides high availability for services and applications. NLB provides availability and scalability for servers running TCP/IP services. This course covers the planning and implementation of each technology as well as identifying their key features, differences, usage scenarios, deployment, and configurations. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring	This course covers data center monitoring. Operations Manager is the System Center component designed to monitor the data center, and this course will cover how it is used, how to configure management packs and notifications, and how it can integrate with Virtual Machine Manager to provide automated remediation based on alerts triggered in Operations Manager. This course also covers compliance, how to use System Center to manage baselines for ensuring configurations. Finally this course looks at integrating with Service Manager and Orchestrator for automated remediation. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services	The public key infrastructure in Windows Server 2012 R2 is used to integrate PKI to secure and exchange information across not only an intranet, but also across extranets, the Internet, and from application to application. This course examines what a certificate authority is, how certificate templates are used, how to configure and implement certificate distribution and revocation, and the methods used to implement key archival and recovery. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS	Active Directory Federation Services provides web-based authorization and authentication services for all users in your organization, both internal and external. Active Directory Rights Management is used to protect an organizationâ€™sconfidential information, and other information that needs to be protected. This course examines both of these technologies and how they work together to increase the security infrastructure in your organization. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Adobe Acrobat Pro XI Fundamentals	This course introduces learners to the fundamentals of Adobe Acrobat Pro XI, including how to create PDF files, how to insert and edit text and images, and saving in different file formats. This course also covers page options, including transitions, cropping pages, and using number pages and headers and footers. Finally, the course introduces learners to enhancement features and tools like collaboration, fillable forms, and digital signatures.
Adobe Dreamweaver CC - Essentials	This course introduces learners to the fundamentals of Adobe Dreamweaver CC including the interface, workspace, and creating sites. This course also covers how to work with images in Adobe Dreamweaver CC, including creating hot spots, adding and modifying images, creating rollover images, and using the image properties panel. Finally this course introduces some advanced features and options such as creating HTML files, attaching style sheets, using fluid grid layouts, adding video, and inserting JQuery widgets in Adobe Dreamweaver CC.
Microsoft SQL Server 2014 - New Features	Microsoft SQL Server 2014 - New Features
Adobe Flash Professional CC - Working with ActionScript	Adobe Flash Professional CC - Working with ActionScript
Adobe CC Overview - New Features	Adobe CC Overview - New Features
TestPrep 1Z0-060 Upgrade to Oracle Database 12c	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-413 Designing and Implementing a Server Infrastructure	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Clery/VAWA/SaVE Campus Security Obligations Under Federal Law	Clery/VAWA/SaVE Campus Security Obligations Under Federal Law
Student Rights Crash Course (final title TBC)	Student Rights Crash Course (final title TBC)
TestPrep 70-414 Implementing an Advanced Server Infrastructure	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Course 3	Course 3
course 1	course 1
Course 2	Course 2
Course 3	Course 3
Course 1	Course 1
Introduction to HTML5	This course covers the use of HTML5 for building webpages. It covers the basic HTML document structure and some of the most common elements that go into a webpage.
HTML5 Layout	HTML5 has many page layout and data presentation elements that can be used to display your data. In this course, you will learn about some of the more advanced, but very common and useful, page and data formatting elements. You'll also learn about the new elements that HTML5 introduces to make page layout semantic.
HTML5 and CSS3	HTML5 and CSS3 provide all the parts necessary to create a visually stunning webpage. HTML5 provides all the structure and bones of the webpage while CSS3 provides the color, smoothness, layout, and visual impression of the web page. In this course, you will learn the basics of manipulating a webpage by using CSS3. You'll also learn some of the basic structure for CSS3 and some of the styling options available.
HTML5 Layout with CSS3	HTML5 and CSS3 complement each other nicely; however, CSS3 has the ability to control the very layout of the HTML5 document. CSS3 allows you to overlap, align, and even place HTML5 objects side-by-side. In this course, you'll learn the basics of how to manipulate the HTML5 objects to format them into the layout you desire. You'll also learn about the use of CSS3 and HTML to create navigation menus and the new nav tag that HTML5 introduced.
HTML5 Forms	HTML5 is the new standard for web development from the W3 Consortium. In this course, you will look at using HTML5 forms, and in particular, the new input types and input validation features that HTML5 provides. You'll learn about the different elements and how they can reduce the amount of work required to handle data entry.
HTML5 APIs and Media	HTML5, its APIs, and Javascript provide a powerful tool to create robust, rich, dynamic web pages. Using these tools and client-side features of the browser allows developers to create dynamic, media rich, and very interactive sites for their users to interface with. In this course, you'll learn about the basic building blocks for building highly dynamic, fast, and reactive web pages.
HTML5 and Advanced CSS3	CSS3 provides a rich environment for manipulating images and text using animation and transforms. CSS3 with HTML5 can accomplish many graphical transforms and animations that used to require Javascript or other third party libraries. In this course, you'll learn to work with different transforms and animations provided by CSS3; for example, to rotate, skew, and scale HTML5 objects.
HTML5 and JavaScript	HTML5 and JavaScript is the standard for creating highly interactive and responsive web pages. Using the latest features of HTML5, CSS3, and JavaScript can minimize development time while providing a rich environment for the users who interact with your website. In this course, you will learn the basic building blocks of JavaScript and how it can interact and manipulate HTML5 and CSS3.
HTML5 Graphics and Canvas	HTML5 and the canvas provide a significant improvement to graphic capabilities on the web. The canvas can be used for interactive or very details drawing within a webpage and SVG can be used to ensure the quality of your images are not lost due to scaling on all screen sizes. In this course, you'll learn the fundamentals of using both SVG and the HTML5 canvas and how they'll allow your website to scale and dynamically display or draw graphics.
Advanced HTML5	HTML5 is the standard for web development. As it becomes more entrenched in everything from enterprises to small businesses, the functionality of traditional desktop apps and their ability to function under even offline conditions requires that HTML5 provide the sophistication of an almost desktop-like experience over the web. New HTML5, CSS3, and Javascript features have made this a reality. In this course, you will learn about using advanced features of the browser, offline storage, and web development for mobile use.
Advanced Features of JavaScript, CSS3 and HTML5	HTML5, CSS3 and JavaScript provide a variety of advanced features for creating highly interactive and responsive web pages. In this course you will learn how to utilize JavaScript to create timers and marquees, implement drag and drop in HTML5, access and validate form data,and manipulate forms with CSS3. You will also learn how to handle events and include meters and progress indicators in an HTML5 page.
Databases in Ruby on Rails: Advanced Concepts	This course covers how to use advanced features to work with Ruby on Rails databases. It covers star schemas, lists and calendar tables, multi-valued dimensions as well as columnar databases. It also covers working with the InnoDB engine as well as managing deadlocks, scan locks and concurrency.
Advanced Ruby Features	Ruby contains a number of features for advanced data management including advanced arrays, regular expressions, accessors, and virtual attributes. In this course, you'll learn about the use of these features. You'll also learn about overloading and overriding methods, and adding methods to classes and objects.You'll explore features such as open classes, ducktyping, and class hooks, as well as immutability and marshaling. Finally, you'll learn about networking in Ruby, as well using GetOptLong, and idiomatic Ruby.
Getting Started with Ruby	Ruby is an open source, all-purpose programming language that has become increasingly popular with the advent of its associated web development framework, Ruby on Rails. In this course, you'll learn the essentials of the Ruby language, including classes and methods, program flow and operators. You'll also learn about working with data types and error handling.
Working with Ruby	There are a number of features in Ruby that can be used to enhance, extend, test, and distribute your applications. In this course, you'll learn about working with collections such as arrays and hashes and using modules such as enumerable to manage them. The course also explores working with blocks and using features of methods and classes such as the self object and method_missing. You'll also learn about networking in Ruby and completing a Ruby application using comments, code organization and ruby gems, testing with MiniTest, and application distribution.
Web APIs with Ruby on Rails	This course covers how to develop webAPIs using the Ruby on Rails framework. It covers how to set up an API,create API endpoints and render XML and JSON. It also covers versioning and authentication as well as documentation and testing.
Ruby on Rails - Fundamentals	This course covers introduces the features of Ruby on Rails including scaffolding and routing. It steps through the creation of a Ruby on Rails project and show how to work with cookies and sessions, and how to implement testing and access statistics.
Rubyon Rails - Database Fundamentals	This course covers how to use ActiveRecord to work with data in a Ruby on Rails application. It covers creating a model, adding and editing records, manipulating data, working with scopes, using forms and creating queries.
Ruby on Rails for .NET Developers	This course covers how elements of the Ruby language for .NET developers. It also covers the features of Ruby on Rails and shows how to create a Ruby on Rails application.
Working with Databases in Ruby on Rails	This course covers how to work with databases in Ruby on Rails. It covers data models, referential integrity, record validation, and optimistic and pessimistic locking.
MySQL: Querying Data Using the SELECT Statement	MySQL is fast, reliable, easy to use, free to download and supports standard SQL. In this course, youâ€™ll be introduced to MySQL and learn how to initially configure My SQL using the MySQL Workbench. Youâ€™ll also be introduced to the core concepts of relational database management systems (RDBMS) as well as core design concepts including table and column design.
Beginning Windows Applications	Software Development Fundamentals covers a common set of methodologies used when creating programs with a variety of programming languages. In this course you will explore how to use strings, the basics of Windows forms applications, and you'll also cover how to create a Windows application.
Introduction to Programming	Software Development Fundamentals covers a common set of methodologies used when creating programs with a variety of programming languages. In this course you'll explore how to create programs, what decision structures are, and also explore the basics of object-oriented programming.
Programming Basics	Software Development Fundamentals covers a common set of methodologies used when creating programs with a variety of programming languages. In this course you will explore programming basics such as the fundamentals of object-oriented programming, data structures, and how to use JavaScript.
Working With Charms and Contracts	Charms and Contracts provide a convenient way for developers to tightly integrate their apps into Windows 8.1. Live tiles and Notifications also allow developers to leverage some of the more unique features of Windows 8.1 when creating Store Apps. This course teaches how to work with charms, contracts, dynamic tile and notifications. This course also covers how to add media to Windows Store Apps. This course is one of a series in the Skillsoft learning path that helps prepare learners for the Microsoft Exam 70-484: Essentials of Developing Windows Store Apps Using C#. This course is one of a series of courses that help prepare the learner for the Microsoft Exam 70-484: Essentials of Developing Windows Store Apps Using C#.
Authentication, Authorization, and App Deployment	Apps built for the Windows Store may require security features in the way of authentication and authorization. When apps are complete they also require certification before submission and approval for listing in the Windows Store. This course covers working with user credentials, and ways to perform authentication and authorization when developing Windows Store Apps. This course also goes over concepts involved in submitting and app to the Windows Store. This course is one of a series in the Skillsoft learning path that helps prepare learners for the Microsoft Exam 70-484: Essentials of Developing Windows Store Apps Using C#. This course is one of a series of courses that help prepare the learner for the Microsoft Exam 70-484: Essentials of Developing Windows Store Apps Using C#.
Office 365 Configuration	This course covers the basic tasks required to create and configure tenants and domains in Office 365.
Office 365 Deployment	This course covers the basic tasks required to plan and complete an Office 365 deployment, add and configure required DNS records, administer rights management, and manage administrator roles in Office 365.
Monitoring and Troubleshooting Office 365 Usage	This course covers monitoring and troubleshooting Office 365 availability and usage.

Course	Description
Managing Office 365 Cloud Identities, Synchronization, and Clients	This course covers the management of Office 365 cloud identities via the Administration Center and PowerShell, the use of DirSync with Office 365, and the planning and management of Office 365 clients.
Office 365 Federated Identities (Single Sign-	This course covers the implementation and management of federated identities in Office 365.
Code of Conduct Awareness — Higher Education Edition	An educational institution's Code of Conduct is a key part of its ethical framework. Outlining the institution's key ethical principles and providing guidance on the expected standards of behavior for employees, the Code serves as an important resource for employees as they navigate the sometimes challenging waters of the workplace. This course will introduce employees to the uses and benefits of their institution's Code of Conduct, and offer practical advice on how to apply the Code to ethical dilemmas they may encounter in the academic environment.
TestPrep 70-483 Programming in C#	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Kendo UI: Installation and Overview	Kendo UI is an application framework and set of GUI widgets and interface elements for building HTML5 and JavaScript apps intended for web and mobile deployment. This course covers installation of Kendo UI and an overview of features including basic web widgets.
Kendo UI: HTML Helpers for ASP.NET MVC	Kendo UI is an application framework and set of GUI widgets and interface elements for building HTML5 and JavaScript apps intended for web and mobile deployment. This course covers the use of HTML helpers in Kendo UI with ASP.NET and MVC.
Kendo UI: Mobile API	Kendo UI is an application framework and set of GUI widgets and interface elements for building HTML5 and JavaScript apps intended for web and mobile deployment. This course covers DataViz and mobile widgets.
Mentoring 70-483 Programming in C#	
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
JavaScript SPA: Getting Started with SPA in Visual Studio 2013	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to use various JavaScript SPA templates in Visual Studio 2013 such as Durandal, Breeze, Angular, Knockout, Ember, and Hot Towel for quickly getting off the ground with your first JavaScript SPAin Visual Studio 2013.
JavaScript SPA: SPA Views and Routes	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will explore common server and client NuGet packages that you can install when developing your SPA from scratch. You will also learn how to create MVC 5 views and configure controller routes in Visual Studio 2013.
JavaScript SPA: Durandal Modules and Lifecycle events.	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to compose new modules, use RequireJS for module dependency injection at run-time, and handle app lifecycle events in Visual Studio 2013.
JavaScript SPA: Adding Views and Handling View Navigation in Durandal	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to retrieve data for modules in the Durandal JavaScript framework, as well as learn how to set up and configure module routes using the Durandal shell router, how to activate and bind module routes to the Durandal shell router, and how to dynamically compose views in the Durandal JavaScript framework in Visual Studio 2013.
JUnit Fundamentals	JUnit is a framework for writing and running unit tests for Java. This course covers how to get started with JUnit, key members of the API, and how to create a test case and use fixtures.
Working with JUnit Tests	There are a number of features in JUnit for enhancing and expanding tests. This course covers how to create test suites and categories, optimize JUnit tests using execution procedures, timeouts and rules, manage test data, use theories and mock objects, run tests with Maven, and implement testing in legacy code.
Advanced Features of Selenium Automated Web Testing	Selenium is a set of tools that can be used to automate browsers. In this course, you'll explore how to use the features of Selenium automated web testing to test page elements and functions. You'll also cover how to plan and design for optimized testing and how to extend those tests using features such as the Selenium Grid.
Selenium and Python	Selenium is a set of tools that can be used to automate web testing using a variety of languages including Python. In this course, you'll learn how to set up a Selenium Python project, locate elements, check navigation, display, and input controls. You'll also explore how to execute JavaScript from Python tests, work with Ajax elements, and take remote screenshots.
Selenium and Java	Selenium is a set of tools that can be used to automate web testing with Java. In this course, you'll explore how to set up a Selenium Java project, locate elements, check navigation, display, and input controls. You'll also explore how to execute JavaScript from Java tests, work with Ajax elements, and take remote screenshots.
Selenium and C#	Selenium is a set of tools that can be used to automate web testing with C#. In this course, you'll learn how to set up a Selenium C# project, locate elements, check navigation, display, and input controls. You'll also explore how to execute JavaScript from C# tests, work with Ajax elements, and take remote screenshots.
Selenium Automated Web Testing Fundamentals	Selenium is a set of tools that can be used to automate browsers. In this course, you'll explore the Selenium features for automated web testing. You'll learn how to create test cases and suites with the Selenium IDE, using locators, patterns and variables, tweaking tests with JavaScript and debugging, and running tests.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites	Planning and designing Microsoft SharePoint Server 2013 sites involves creating and managing content, provisioning sites, and managing site lifecycles. This course covers the activities involved in creating content types, managing content behaviors, provisioning, and maintaining sites throughout their lifecycle. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security	Implementing authorization and authentication is essential for Microsoft SharePoint Server 2013 deployments. This course covers the principles for user and application authentication and authorization. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience	Creating an engaging user experience is important for Microsoft SharePoint Server 2013 sites. This course demonstrates how to implement branding and navigation, and how to create custom user interface elements. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions	Microsoft SharePoint Server 2013 objects, features, and solutions evolve and must be managed. This course demonstrates how to manage SharePoint object life cycles, determine a solution structure, and upgrade solutions and features. This course is part of a series of SkillSoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data	Microsoft SharePoint Server 2013 data must be managed and made accessible. This course demonstrates how to design solutions to store, access, and handle large amounts of data. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes	Microsoft SharePoint Server 2013 can provide a platform on which to build business processes. This course demonstrates how to plan and create business workflows using SharePoint designer and Microsoft Visio. It also demonstrates how to use event receivers to implement workflows. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Clojure Data-Driven and Web Application Fundamentals	There are a number of specific features and tools for building and deploying Clojure web applications. In this course, you'll learn about development of basic data-driven web applications using Clojure. You'll also explore working with relational and non-relational data and using Compojure and HTML templating. You'll also learn how to deploy Clojure web applications.
JsRender Fundamentals	JsRender is a JavaScript templating framework for rendering HTML dynamically. In this course, you'll explore how to get started with JsRender, how to work with If Else and For tags, how to compile templates, and how to use paths for rendering data.
Advanced JsRender Features	JsRender is a JavaScript templating framework for rendering HTML dynamically. In this course, you'll explore what custom tags are and how to work with them, as well as using converters, helpers and external templates. You'll also learn about navigating and manipulating data as well as working with Ajax implementing data binding.
Microsoft SharePoint Server 2013 - Developing Core Solutions: Create Office Apps	Microsoft SharePoint Server 2013 can provide a platform on which to build applications to support business processes. This course demonstrates how plan, design, create, package, and deploy applications. It also explains how to manage app lifecycles. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-488. This exam is required for the certification Microsoft Certified Solutions Developer (MCSD): SharePoint Applications.
Clojure Fundamentals	Clojure - a dialect of Lisp - is a dynamic programming language that compiles to JVM bytecode. In this course, you'll learn the fundamentals of programming with Clojure including basic syntax and using Leiningen to build Clojure programs. You'll also learn about program flow and working with functions and namespaces.
Data and State Management in Clojure	Interacting with and managing data is an important aspect of Clojure applications. This course covers working with data in Clojure, including using primitive types and data collections. You'll also learn about state management with Clojure.
Optimizing Clojure Projects	Clojure includes a number of features that enable you to optimize your applications. In this course you'll learn about optimization of Clojure projects with multimethods and hierarchies, parallelism, and macros. You'll also learn about profiling and unit testing of Clojure applications.
jQuery Mobile — Forms, Lists, Sets and Tables	jQuery Mobile includes a range of features to manage data input and presentation. In this course, you'll learn about the configuration of forms in jQuery Mobile apps, as well as managing input and output data with features such as validation and serialization. You'll also learn about the creation of lists, sets, and tables with jQuery Mobile.
Optimizing jQuery Mobile Apps	You can optimize jQuery Mobile apps by editing styles and themes. In this course, you'll learn about styles and themes in jQuery Mobile. You'll also learn about the use of the jQuery Mobile API and Service Integration.
Integrating jQuery Mobile with PhoneGap	PhoneGap is a framework for creating mobile apps with standard web APIs.In this course, you'll explore the use of PhoneGap for building and deploying jQuery Mobile apps. You'll also learn about the integration of PhoneGap APIs such as the Camera API into jQuery Mobile apps.
MySQL: Database Concepts, Design, and Installation	MySQL is fast, reliable, easy to use, free to download and supports standard SQL. In this course, you'll be introduced to MySQL and learn how to initially configure My SQL using the MySQL Workbench. You'll also be introduced to the core concepts of relational database management systems (RDBMS) as well as core design concepts including table and column design.
jQuery Mobile — App Basics, UI Controls and Navigation	jQuery Mobile is a touch-optimized web development framework that lets you build mobile web apps that can be used acrossa range of devices. In this course, you'll learn the fundamentals of building apps with jQuery Mobile. You'll also learn about page creation and the addition of UI components, as well as the use of navigation elements and transition effects.
Mentoring 98-361 Software Development Fundamentals	
Getting Familiar With Windows 8.1 UI and Layout	Rich and immersive Windows Store apps can be creating using Windows 8.1, Visual Studio 2013, C# and XAML. In this course, you will learn some of the features that make Windows 8.1 and Windows Store apps stand out. You will also learn the basics using Extensible Application Markup Language (XAML), how to respond to changes in orientation and window modes in an app, and how to use resources, styles, and templates. This course is one of a series in the Skillsoft learning path that helps prepare learners for the Microsoft Exam 70-484: Essentials of Developing Windows Store Apps Using C#.
MySQL: Using the Data Manipulation and Definition Statements	It's essential as a database administrator to understand how to use data definition and data manipulation statements in order to manage and modify database objects. In this course, you'll learn how to use insert, update, and delete statements to manage data within a MySQL database. You'll also learn how to use DDL statements to create, drop, and alter databases, tables, and views.
Programming in C#: Implementing Data Access	Data access and management is a critical aspect of most enterprise applications. In this course, you'll learn how to implement data access in C# applications. You'll also learn about I/O operations, consuming data, using LINQ, serialization, and using collections.
Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure	Planning SQL Server infrastructure includes planning from the hardware up all the way to individual table configurations. This course addresses the activities involved in planning database physical and logical structures using the Microsoft Planning and Assessment Toolkit, implementing policy-based management, and managing SQL Server with System Center. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds	SQL Server 2014 has a number of enhancements and features aimed at private cloud deployment and management of SQL databases. This course describes consolidation and management of consolidated resources, an overview of cloud computing, and how the cloud paradigm has shaped SQL server, configuring SQL in a private cloud configuration, and working with prepared instances of SQL Server. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
Advanced Python	This course covers advanced Python 3.x concepts including exception handling, decorators, sequences, lambda functions, and generators.
Python Language Basics	This course covers elementary control and data structures in Python 3.x. It also covers sequences and sorts. Finally this course covers OOP in Python, including classes, methods, and objects.
Applications of Python	This course covers XML manipulation in Python 3.x, file manipulation, and how to work with the file system. It further covers modules and packages and how to work with the built-in SYS module.
Programming in C#: Managing Program Flow	Microsoft Visual C# is a principal development language for the .NET framework. This course offers instruction on how to manage program flow in C# applications. It describes functionality such as multithreading, asynchronous processing, events and call backs, and exception handling. This course is a part of the preparation materials intended to prepare an individual for Exam 70-483 Programming in C#. Passing this exam provides Microsoft Specialist certification and is a credit towards the Microsoft Certified Solutions Developer (MCSD) certification Windows Store Apps Using C#.
Programming in C#: Debugging and Security Implementation	Debugging and securing your applications is crucial prior to deployment. This course describes how to implement debugging and security features in C# applications. You'll also learn about validation of application input, symmetric and asymmetric encryption, managing an assembly, using compiler directives, and implementing diagnostics.

Course	Description
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database	Microsoft Windows Azure is a cloud computing offering which includes cloud storage, VMs, and applications. Windows Azure SQL Database is the public cloud SQL service. This course covers the Windows Azure offering, where SQL sits in the offering interaction between SQL and the cloud, and Windows Azure SQL Database. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
Microsoft SQL Server 2014 - Designing Solutions: High Availability	In addition to Windows Azure SQL Database, Windows Azure enables you to configure and manage a VM dedicated to running an instance of SQL Server. High availability is the ability of a service to continue after a failure, and SQL Server 2014 has a number of options for implementing high availability. This course covers VMs on Windows Azure, and how to install, configure and manage SQL on a VM, and high availability in SQL 2014 including Windows Server Failover Clusters, AlwaysOn Failover Cluster Instances and AlwaysOn Availability Groups. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
Programming in C#: Creating and Using Types	In addition to classes, there are a number of C# types including structs and enums. In this course, you'll learn about creating types, including structs, enums and classes. You'll also learn about consuming types, including converting value and ref types. The course also explores encapsulation, implementing a class hierarchy, using reflection, and managing the object life cycle. Finally, you'll learn about manipulation of strings in C#.
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn	SQL Server AlwaysOn Availability Groups are built on Windows Server Failover Clusters and AlwaysOn Failover Cluster Instances (FCI). This course covers configuration of Windows Server Failover Clusters, SQL Server Failover Cluster Instances, and AlwaysOn Availability Groups. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery	Backup and recovery planning are key to any organizations who implement SQL Server 2014. This course covers backup and recovery, how to create and maintain a disaster recovery plan, and configuration and management of SQL Server replication. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-465. This exam is required for the certification MCSE: Data Platform.
C++11: Advanced Techniques and C++14 Preview	The next C++ standard is known as the C++14 standard. This course aims to familiarize the C++ programmer with C++11 features such as lambda expressions, smart pointers and valarray, as well as some of the upcoming language changes introduced in the C++14 standard.
C++11: Programming Fundamentals	C++ is a general purpose, object-oriented programming language with the C language as its core. The latest release is C++11. This course covers essential C++11 programming essentials, as well as containers, data structures, and data types. It also features lambda expressions, iterators, and enumeration classes.
C++11: Programming Techniques	C++ includes a number of features for manipulating functions and types and it includes features such as concurrency for optimizing applications. This course covers using function adapters, assertions and type traits, and threads and concurrency in C++11. It also covers Smart pointers and valarray.
C++11: Programming with Boost	Boost includes a range of free, portable, and peer-reviewed C++ libraries and includes a number of libraries specific to C++11. This course covers a series of commonly used Boost libraries.
JavaScript - Ember.js Fundamentals	Ember.js is a client-side, JavaScript-based and open-source application framework that uses the Model-View-Controller (MVC) architectural pattern. This course shows how to use the features of Ember.js to create web applications. It covers working with the object model, routing, using templates and helpers, controllers, views and, enumerables. It also shows how to group elements into resources and how to use browser development tools to debug Ember applications.
Advanced Knockout Techniques	Knockout is a JavaScript library used to develop user interfaces based on the Model-View-View-Model (MVVM) pattern. Knockout can be extended to suit your applications' requirements. In this course, you'll explore how to work with JSON data, extend observables, use unobtrusive event handling, work with custom functions, and extend Knockout's binding syntax.
Configuring Forms with Knockout	Knockout is a JavaScript library used to develop user interfaces based on the Model-View-View-Model (MVVM) pattern. Knockout has a range of bindings that apply to form fields . In this course, you'll learn how to use bindings such as the click binding, event binding, and other bindings related to forms to configure form functionality.
Knockout Fundamentals	Knockout is a JavaScript library used to develop user interfaces based on the Model-View-View-Model (MVVM) pattern. Fundamental to Knockout is the use of observables. In this course, you'll learn how to get started with Knockout, how to work with observables, how to control text and its appearance, and how to work with control flow bindings.
Programming in C++: STL I/O and Headers, Templates, and Namespaces	C++ namespaces are an important concept when writing large-scale applications and distributing software. Function and class templates in C++ enable the use of generic types so that your function or class can be written once, to work with many types of data. In this course, you'll explore the STL I/O classes and headers. You'll also learn about using templates for functions and classes, as well as namespaces in C++.
TypeScript Essentials: Advanced TypeScript	TypeScript integrates with standard JavaScript Libraries and platform applications. This course covers integration with Node.js and RequireJS. It also covers working with internal and external modules operators, contextual typing, and various features of the TypeScript language and syntax.
Programming in C++: Structure and Data Types	C++ is a strongly typed language, and so a thorough understanding of data types is critical to be a good C++ programmer. In this course, you'll learn about the basic structure of C++ and the function of operators. You'll also learn about data types, from basic built-in types like integers to the use of custom data types.
Underscore.js: Array, Object, and Utility Functions	Underscore.js array functions take an array as input. Object functions work on objects, and utility functions provide utility, with or without input, or without being tied to a particular input type. This course covers a large range of array functions, object functions, and utility functions from the Underscore.js library.
Underscore.js: Collection Functions and Function Functions	Underscore.js collection functions work on a range of inputs, such as arrays, objects or lists. Function functions are designed to take a function as a parameter. This course covers a large range of collection functions and function functions from the Underscore.js library.
Programming in C++: Program Structure and Exceptions	Understanding the structure of C++ programs is critical for implementing C++ code effectively. Variables are another basic concept that is key to success. This course covers the structure of C++ programs from branching and looping to the inclusion of functions as discrete code blocks. You'll also learn about variables and memory allocation, handling exceptions, file IO, and working with and formatting strings.
Programming in C++: Working with Classes	As an object oriented programming language, one of the most powerful features of C++ is the ability to make custom objects and types. In this course, you'll explore the basics of creating custom classes and object oriented programmingin C++.
Programming in C++: Arrays, Pointers, and STL	Arrays are a powerful construct in C++ enabling grouping, ordering and enumeration of objects. The Standard Templates Library provides a convenient ready-made set of classes to use with C++. In this course, you'll explore C++ arrays, pointers, and data types available using the Standard Templates Library (STL).
TypeScript Essentials: Getting Started	TypeScript can be developed in any one of a number of IDEs, but Visual Studio 2013 has been developed with a number of features explicitly targeted at TypeScript development. This course covers Visual Studio TypeScript functionality. It also covers Types in TypeScript, and objects including functions and classes, and debugging TypeScript. Finally, it covers working with internal and custom TypeScript modules.
Programming in C++: Tools and Techniques	There are many types of constants in C++, and mastering them is critical to producing readable and manageable code. A good IDE will help with the development and maintenance of large code projects, and choosing the right one for your project is important. In this course, you'll learn about the use of constants and references in C++, as well as tools and IDEs for C++ development. You'll also learn about class constructors and deconstructors, and class and function operators. Finally, you'll learn about header and source files and passing command line arguments to C++ programs.
Lean Principles and Six Sigma Projects	Lean is a continuous improvement initiative that streamlines processes and improves overall performance by reducing waste and cycle time. On improvement projects, Six Sigma can provide the underlying DMAIC methodology and tools to reduce variation and defects, whereas Lean tools and techniques can be specifically useful at the Improve and Control stages of DMAIC. This course introduces key Lean concepts and principles used on improvement projects in both service and manufacturing organizations. The course first examines the relationship between Lean and Six Sigma and introduces a few common Lean tools and techniques. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Six Sigma and Organizational Goals	Six Sigma is a data-driven improvement program that focuses on process, product, and service quality and aims to reduce defects, variation, and costs. Six Sigma uses a rigorous and systematic methodology known as DMAIC (Define, Measure, Analyze, Improve, and Control) and a number of qualitative and quantitative tools for achieving profitability, customer satisfaction, and quality-related organizational goals. This course will examine how Six Sigma helps organizations achieve their strategic goals. It introduces the key Six Sigma concepts and then moves on to discuss how they help achieve organizational goals by connecting business drivers to Six Sigma metrics and scorecards. This course is aligned with the ASQ Body of Knowledge and designed to assist Green Belt candidates toward their certification and to help them become productive members of their Six Sigma project teams.
Design for Six Sigma and FMEA	Design for Six Sigma (DFSS) is an innovative approach for the design or redesign of a process, product, or service from the ground up. It follows a 'pay me now or pay me later' adage by spending effort and time on creating a Six Sigma level process or product design up front, avoiding efforts to fix them later. Tools such as Failure Modes and Effects Analysis (FMEA) are extensively used to achieve DFSS goals. FMEA helps identify possible failures and their potential impact on a design, manufacturing assembly process, or product or service and prioritize actions to address them. This course will examine how Six Sigma combines DFSS and tools such as FMEA to reach its organizational goals. It introduces DFSS and FMEA methodologies and concepts, distinguishes DFSS methodologies from Six Sigma DMAIC, and explains how to prioritize process and design risks using FMEA. This course is aligned to the ASQ Body of Knowledge and designed to assist Green Belt candidates toward their certifications and becoming productive members of their Six Sigma project teams.
Six Sigma Project Identification	Six Sigma deployments demand major investments of time, effort, and money on behalf of an organization. Six Sigma teams responsible for these deployments need to exercise due diligence to identify and select the right project opportunities and appropriate Six Sigma methodology for the chosen project. Having done that, Six Sigma teams need to define various elements of the process of interest and other important aspects related to it such as process stakeholders and input and output variables. This course covers key considerations around the selection of projects and the methodology to apply to the selected project. It covers process elements, project benchmarking and the process inputs and outputs as well as the roles of various project stakeholders on the selected projects. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates in achieving their certification and becoming productive members of their Six Sigma project teams.
Voice of the Customer in Six Sigma	A high quality process that follows Six Sigma standards will create and deliver goods and services that meet and exceed customer requirements and expectations, This requires you to collect the Voice of the Customer (VOC) and translate that to product features, performance measures, or opportunities for improvement. You need a seamless process of identifying customers, collecting customer data, identifying customer requirements, and finally translating requirements into measures that are easy to understand and follow for employees who are responsible for processes, products, and services in the organization. In this course, you will learn the differences between internal and external customers and examine concepts and tools for collecting and analyzing customer information and feedback and eliminating data biases. The course also explains how customer requirements are translated into deliverable goals using tools such as the Quality Function Deployment (QFD) and the House of Quality matrix. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Basics of Six Sigma Project Management	Effective management of a Six Sigma project is critical to delivering expected organizational results. It requires a disciplined approach to managing schedules, costs, and deliverables. This course will examine the basic project management tools used in a successful Six Sigma project. You will learn how to create a project charter, how project scope and metrics are developed, and gain insight into the tools used to plan and implement a Six Sigma improvement initiative. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Six Sigma Management and Planning Tools	In the early stages of a Six Sigma project, a set of management and planning tools are used to analyze and understand the quality and improvement issues at hand. Once this is done, the team measures current processes, analyzes them, and finds improvement solutions. In this course, you will learn about several management and planning tools that are used on Six Sigma projects. You will also be presented with some real-life examples of situations where these tools are best suited. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certification and becoming productive members of their Six Sigma project teams.
Performance Metrics for Six Sigma	In the Define phase of Six Sigma DMAIC, teams identify improvement projects that have the maximum potential for return on time, money, and resource investments. For an accurate assessment of these opportunities, you need to have correct performance metrics and knowledge of where and how to use them. Later, during the Control phase, performance is assessed again using the same metrics to ensure improvements have been achieved. This course explores some of these metrics, such as defects per unit, defects per million opportunities, rolled throughput yield, process capability indices, and sigma level. It also explains using cost of poor quality to assess the potential gains to the company if the quality of products and processes is improved. This course is aligned with the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certification and becoming productive members of their Six Sigma project teams.
Six Sigma Project Team Dynamics and Performance	Six Sigma needs both effective leadership and management to deliver its promised results to an organization. Understanding team building processes, tools, and role structures helps Six Sigma team members produce desired results and resolve negative team dynamics. This course will examine Six Sigma team roles and responsibilities, tools for effective team management, and strategies for overcoming challenges. This course is aligned to the ASQ Body of Knowledge and designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Adobe ColdFusion 10 Fundamentals	Adobe ColdFusion is a web application platform designed to facilitate quick and easy creation of database-driven web sites and web applications. This course shows you how to get started with Adobe ColdFusion, and how to work with variables. The course goes on to show how to create a data source and queries for that source, and how to work with the output. Finally, the course shows how to work with forms and include files.
JavaScript Sencha: Ext JS	Sencha Ext JS is a pure JavaScript application development framework for developing interactive applications for the web. This course takes you through developing a simple app using the model View Controller architecture, and covers features of Ext JS, such as custom classes, data stores, and UI features such as containers, layouts and components.
JavaScript Sencha: Sencha Touch	Sencha Touch is an HTML5 mobile web application development framework for cross platform development. This course covers developing a simple app in Sencha Touch, and deploying and testing it through the android mobile SDK.
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.

Course	Description
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)	
Creating and Consuming WCF Web Services	This course covers Microsoft's principal framework for building remote services, Windows Communication Foundation, and is one of a series that prepares students for Microsoft exam 70-487.
Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	In the Analyze stage of the Six Sigma DMAIC process, project teams carefully analyze process output and input variables. The goal of this analysis is to narrow down the many possible inputs identified during the Measure stage. The analysis is carried out using tools that help identify a few probable root causes that are impacting process performance. This course introduces some key tools used for exploratory data analysis in Six Sigma, such as multi-vari studies, correlation analysis, and regression models. It also explains the correlation coefficient and its statistical significance. In addition, the course helps you interpret the linear regression equation, understand the steps in hypothesis testing for regression statistics and explore the use of a regression model for prediction and estimation of outcomes. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Introduction to Hypothesis Testing and Tests for Means in Six Sigma	During the Analyze phase of a Six Sigma improvement project, the team conducts a number of statistical analyses to determine the nature of variables and their interrelationships in the process under study. Team members typically collect samples of the population data to be analyzed, and based on that sample data, they make hypotheses about the entire population. Because there is a lot at stake in forming the correct conclusions about the larger population, Six Sigma teams validate their inferences using hypothesis tests. This course introduces basic hypothesis testing concepts, terminologies, and some of the most commonly used hypothesis tests â€" one- and two-sample tests for means. The course also discusses the importance of sample size and power in hypothesis testing, as well as exploring issues relating to point estimators and confidence intervals in hypothesis testing. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
Hypothesis Tests for Variances and Proportions in Six Sigma	As a Six Sigma project moves into the Analyze phase, team members identify possible sources of variation, underlying root causes, and areas for improvement. It is here where assumptions or hypotheses about a process, product, or service are made and validated using tests based on sample data. This course will familiarize you with some of the advanced hypothesis tests used in Six Sigma, such as test for proportions, variances, and analysis of variance (ANOVA). You will learn how to use Paired-comparison t-test and chi-square tests for validating hypotheses. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Measurement System Analysis in Six Sigma	The adequacy and accuracy of measurement systems is vital to the success of any data collection and analysis, and therefore critical to the overall success of any Six Sigma initiatives in an organization. Measurement systems encompass devices, procedures, and the human element of measurement, which together must produce correct measurements and comply with appropriate standards. This course examines how to analyze a measurement system to help it produce correct measurements and minimize its proportion of variability in the overall process variability. It introduces key elements of measurement system capability using gauge repeatability and reproducibility (GR&R) studies, measurement correlation, bias, linearity, percent agreement, and precision to tolerance (P/T) ratio. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and become productive members on their Six Sigma project teams.
Process and Performance Capability Measurement in Six Sigma	Organizations should regularly evaluate existing processes to make sure they meet targets and specifications set by their customer and business requirements. Measuring and analyzing process capability and performance enables an organization to report its sigma level and improvement teams to targets their efforts effectively. This course explores the key concepts related to process capability and performance, and the methods of measuring and interpreting common performance indices. It also discusses how to verify the stability and normality of a given process and identify key considerations for measuring process capability, such as short-term and long-term capability and sigma shift.This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and become productive members on their Six Sigma project teams.
Design of Experiments in Six Sigma	In the Improve stage of Six Sigma DMAIC, Six Sigma teams design and conduct experiments to investigate the relationships between input variables and response variables. By controlling and changing the input variables and observing the effects on the response variables, a Six Sigma team gains a deep understanding of their relationships. After determining what and how much needs to be changed to gain the desired improvement, teams generate solution ideas. This course surveys the concepts that are fundamental to the Design of Experiments methodology, including the basic elements of experiments: variables, factors and levels, responses, treatments, errors, repetition, blocks, randomization, effects, and replication. It also introduces and analyzes main effects, interaction effects, and their plots. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and become productive members on their Six Sigma project teams.
Root Cause Analysis and Waste Elimination in Six Sigma	Getting to the source of why something has gone wrong in a system or process is critical to identifying the changes necessary for resolving the problem. During the Improve phase of a Six Sigma project, team members use a variety of nonstatistical methods and Lean tools to analyze systems and processes, looking for ways to reduce costs and eliminate waste. This course explores how to use various tools for conducting root cause analysis and reducing waste, such as fishbone diagrams, relational matrices, the 5 Whys, fault tree analysis, the 5Ss, standard work, and kanban-pull. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certification and becoming productive members of their Six Sigma project teams.
Cycle Time Reduction and Kaizen in Six Sigma	During the Improve stage of a project, the Six Sigma team uses tools to address the causes of problems in the process. Cycle time reduction and continuous improvement tools are popular choices to address many of these problems. Reducing cycle time brings products to the market faster and improves delivery time and overall customer satisfaction. A timely and productive application of kaizen - or continuous improvement - allows an organization to eliminate waste, streamline processes, reduce costs, and create a Lean culture in the organization. This course looks at some of the common lean tools for cycle time reduction and continuous improvement, including continuous flow, setup reduction, kaizen, and kaizen blitz. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
Process Documentation and Analysis in Six Sigma	During the Define stage of a Six Sigma project, the Six Sigma team identifies process areas that require analysis and improvement. During the Measure stage, the team maps the processes and procedures that were identified. As this mapping takes place, the team begins to uncover likely causes of the problems and analyze them fully. This course will examine key tools and techniques used to model and analyze existing processes. From a process modeling perspective, the course looks at techniques such as process mapping, written procedures, and work instructions. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Basic Probability and Statistical Distributions in Six Sigma	To make accurate inferences about populations from sample data, you need to be able to determine the probability that an event or a combination of events will occur. You also need to be familiar with the characteristics of various statistical distributions, and their suitability for different types of data. In this course, you'll be introduced to the concept of probability. You'll learn how to calculate probability involving independent events, mutually exclusive events, multiplication rules, permutations, and combinations. You'll also look at different types of distributions, such as normal, Poisson, binomial, Chi-square, Student's t, and F-distributions. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Data Classification, Sampling, and Collection in Six Sigma	Before a Six Sigma team can begin to improve an organization's processes, it must measure key performance indicators. In doing so, the team identifies, collects, and analyzes data related to the processes. This course introduces basic types of data, such as continuous and discrete data, as well as various measurement scales. You will learn how to plan data collection and how to use data sampling techniques and data collection tools, such as check sheets. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certification and becoming productive members of their Six Sigma project teams.
Statistics and Graphical Presentation in Six Sigma	Basic graphs and tables can be used to summarize and assess performance-related data in a meaningful way. Six Sigma practitioners use descriptive statistics to tabulate and graphically represent sample data through a number of informative charts and diagrams. Using analytical statistics, inferences are made about the larger population based on their sample data. These tools allow the organization to view its performance graphically and draw valid conclusions about its processes and products. This course provides basic statistical tools for describing, presenting, and analyzing data. It explores the process of preparing and presenting sample data using graphical methods and then making valid inferences about the population represented by the sample. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
Software Testing with Visual Studio: Manage Test Cases	Software testing with Visual Studio streamlines the development and testing process and supports the needs of software developers and testers. In this course, you'll explore creating test cases and test steps. You'll also learn how to parameterize in order to manage your test cases, shared steps, and requirements. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-497: Software Testing with Visual Studio certification exam.
Microsoft PowerShell and Exchange Server: Managing Mailboxes	PowerShell can be used for all day-to-day mailbox management tasks in Exchange Server. This course looks at many facets of mailbox management, from reporting to archiving, setting quotas and effecting mailbox repairs.
Microsoft PowerShell and Exchange Server: Distribution Groups and Databases	A large part of day-to-day Exchange Server management involves the creation and management of distribution groups. This course covers distribution group management with PowerShell. It goes on to cover address lists and mailbox data, and managing client access to Exchange.
Lead Awareness in Construction	This course covers information mandated by OSHA 29 CFR 1926.62. It provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure in the construction industry. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify sources of lead exposure, identify adverse health effects associated with lead exposure, specify the purpose and elements of the medical surveillance program and the medical removal protection program, and specify controls and work practices to reduce lead exposures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Using Eclipse	Eclipse is an open-source integrated development environment (IDE) that can be used to develop applications with a number of different programming languages, including Java, C and C++, and PHP. This course provides an overview of Eclipse features, including some of its advanced features, and it provides an introduction to programming languages, working with code in Eclipse, and expanding Eclipse.
Introduction to Eclipse	Eclipse is an open-source integrated development environment (IDE) that can be used to develop applications with a number of different programming languages including Java, C and C++, and PHP. In this course, you'll be introduced to Eclipse installation, different Eclipse development platforms, the Eclipse interface, Eclipse development, and the basics of different programming languages.
Statistical Process Control and Control Plans in Six Sigma	Ensuring a process is in control and it's behaving in the manner it was intended to is critical to any Six Sigma improvement initiative. In the Control phase of a Six Sigma DMAIC project, teams need to control the improved processes in order to sustain continuous gains. Process control involves applying tools to monitor and maintain each improved process, and to prevent it from reverting to its previous state. By applying statistical process control, you can identify out of control processes, reasons for noncompliance, and take actions to address the situation. This course introduces basic concepts in the statistical process control methodology, including the selection of variables and rational subgrouping. It looks at the key elements of a control plan and explores the steps for developing an effective plan. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and to become productive members of their Six Sigma project teams.
Creating and Using Control Charts in Six Sigma	Having analyzed and improved your processes to the desired level in a Six Sigma DMAIC project, you need to monitor and control them over an extended period of time. SPC tools such as control charts are used to determine if the process is stable. This course teaches methods for identifying, selecting, creating, and interpreting control charts for variables and attributes data. The course also explains how you can recognize when a process has become unstable and is out of control. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certification and becoming productive members of their Six Sigma project teams.
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Lean Tools for Process Control in Six Sigma	In the final stages of a Six Sigma project, teams need to control the improved process in order to sustain the improvements. Process control involves applying tools to continuously monitor and maintain each improved process, and to prevent it from reverting to its previous state. Two tools from the Lean toolset specifically help here. Total Productive Maintenance (TPM) is a proactive equipment maintenance program that seeks to engage employees at all levels and functions in an organization to maximize the overall effectiveness of existing processes and equipment. The Visual Workplace is a Lean tool that uses visuals such as signs, labels, and color-coded markings to prevent workers from wasting time and effort searching for materials. This course explores how TPM can be used to control the improved process and maintain process gains. It also presents the elements of a visual factory and describes how the visual factory provides at-a-glance information about process status, targets, and performance. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Mentoring Six Sigma Green Belt (SSGB)	
TestPrep Six Sigma Green Belt (SSGB)	
Mentoring N10-006 CompTIA Network+	
JavaScript SPA: Managing Application Data	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to add, save, delete, and handle changes made to application data in a JavaScript SPA in Visual Studio 2013.
JavaScript SPA: Working With Validation	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to implement custom data validation rules on the client and server, how to use Breeze validation, how to gather Breeze entity errors, how to parse Breeze entity error messages on the client, and how to display validation errors to the user in a JavaScript SPA in Visual Studio 2013.
CompTIA Cloud+	CompTIA Cloud+

Test Prep CompTIA Cloud+	Test Prep CompTIA Cloud+
CompTIA Cloud+ CV0-001: Cloud Fundamentals	Cloud computing and service providers use a range of terms and concepts to characterize their offering. It is important to understand key benefits, concepts, and terminology used to describe the various services. In this course, you'll learn about the different types of cloud services and service models available, as well as the unique characteristics of cloud services and object storage. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
CompTIA Cloud+ CV0-001: Virtualization	Without the concept of virtualization, large-scale and dynamic cloud computing data centers would not exist to the extent that they do. The ability to have a software layer that pools together underlying physical resources is provided by hypervisors. In this course, you'll explore the concept of hosts and the types of hypervisors they may use. You'll learn about the virtual machine (VM), various virtual resources, and common management tasks required to deploy VMs. You'll also learn about the key benefits of using virtualization. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
CompTIA Cloud+ CV0-001: Data Center Infrastructure	Identifying the different storage options available and how to configure and provision them is important to ensure the correct option is chosen for the environment needs. This is also true of the different networking features offered. This course provides an introduction to the storage and network infrastructure of the data center and outlines configuration and provisioning of its components, including the different networking protocols available and how to troubleshoot and optimize the networks. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
CompTIA Cloud+ CV0-001: Cloud Management	Part of administering a cloud implementation is ensuring that correct resources are available and that users can access them in a timely manner. In this course, you'll focus on managing the cloud provider data center, including the allocation and monitoring of physical and virtual resources, the implementation of a disaster recovery and high availability strategy, and the tools provided for remote access of hosts and virtual machines. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
CompTIA Cloud+ CV0-001: Cloud Security	It is important to understand the different security mechanisms that can be implemented to ensure unwanted users cannot access the cloud infrastructure. This course will describe network security concepts and how to secure information using encryption, access control, and system hardening. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
CompTIA Cloud+ CV0-001: Managing Cloud Systems	An important part of managing a cloud is ensure it is performing optimally. To do this, the network and storage need to be planned out and documented correctly and the VM host needs to be monitored for any performance issues. In this course you'll learn how to plan and document cloud policies and procedures, as well as how to monitor the VM host for performance issues and perform testing in the cloud. This course is one in a series of Skillsoft courses in the learning path that covers the objectives for the CompTIA Cloud+ CV0-001 certification exam.
Microsoft Team Foundation Server 2013: Installation and Configuration	Microsoft Team Foundation Server is an enterprise system that covers all aspects of Application Lifecycle Management. Its primarily used for source code management but can also be used for project management, requirements management, lab management, testing, reporting, automated builds, and release management needs. This course guides students through the planning, installation, and initial configuration of Microsoft Visual Studio Team Foundation Server 2013 in an enterprise software development environment.
Microsoft Team Foundation Server 2013: Customization for Team Use	Microsoft Team Foundation Server is an enterprise system that covers all aspects of Application Lifecycle Management. Its primarily used for source code management but can also be used for project management, requirements management, lab management, testing, reporting, automated builds, and release management needs. This course guides students through the customized configuration of a Microsoft Visual Studio Team Foundation Server 2013 deployment for development teams in an enterprise environment.
Microsoft Team Foundation Server 2013: Managing an Implementation	Microsoft Team Foundation Server is an enterprise system that covers all aspects of Application Lifecycle Management. Its primarily used for source code management but can also be used for project management, requirements management, lab management, testing, reporting, automated builds, and release management needs. This course guides students through the management of a Microsoft Visual Studio Team Foundation Server 2013 deployment in an enterprise software development environment.
Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control	Microsoft Team Foundation Server is an enterprise system that covers all aspects of Application Lifecycle Management. Its primarily used for source code management but can also be used for project management, requirements management, lab management, testing, reporting, automated builds, and release management needs. This course guides students through connecting clients, and managing workspaces in Microsoft Visual Studio Team Foundation Server 2013. It also covers how to configure and manage version control in an enterprise software development environment.
Microsoft Azure: Introduction	Virtual machines and storage are the primary building blocks of the Azure cloud offering. This course covers an overview of Azure features, VM creation and how to build them into clouds, the different cloud service models supported on Azure, and an overview of structured and unstructured data storage.
Microsoft Azure: Networks and Storage	Azure has sophisticated capabilities for segmenting clouds into virtual networks. These networks can be accessed securely by using VPNs for encryption and authentication. This course covers virtual network creation, VPN access to Azure networks, using PowerShell on remote machines, and more on storage, both structured and unstructured.
Microsoft Azure: Publishing and Caching	One of the primary purposes of cloud services is for content publishing. The availability aspect of public cloud computing makes it ideally suited to the task. Caching is implemented in Microsoft Azure to improve performance, which is sometimes seen as the weakness of public cloud offerings. This course covers caching and web publishing; it also covers Microsoft Azure Traffic Manager and hosted Active Directory. Finally it covers alerts for monitoring cloud systems, and backup.
Working With Local Data Access Technologies	This course covers the foundations of data access in the Microsoft .NET Framework and how to choose between data access technologies, and is one of a series that prepares students for Microsoft exam 70-487.
Querying and Manipulating Data with the Entity Framework	This course covers the Microsoft Entity Framework and its use as a data access technology in .NET applications, and is one of a series that prepares students for Microsoft exam 70-487.
Preparing and Packaging Applications For Deployment	This course covers the key aspects of and approaches to packaging .NET applications for deployment and is one of a series that prepares students for Microsoft exam 70-487.
Web Application and Services Deployment	This course covers the deployment of on-premises, hosted, and Azure-based .NET applications and is one of a series that prepares students for Microsoft exam 70-487.
WCF Instancing and Concurrency and WCF Data Services	This course covers some advanced topics of Windows Communication Foundation together with a newer, alternative approach to building services based on WCF, and is one of a series that prepares students for Microsoft exam 70-487.
Creating and Consuming Web API Services	This course covers Microsoft's latest technology for building distributed, MVC-style services and is one of a series that prepares students for Microsoft exam 70-487.
Data Access and Services with Microsoft	This course covers the various data storage and messaging technologies available in Microsoft's Azure cloud services, and is one of a series that prepares students for Microsoft exam 70-487.
Software Testing with Visual Studio: Create and Configure Test Plans	Software testing with Visual Studio streamlines the development and testing process and supports the needs of software developers and testers. In this course, you'll explore how to create a new test plan including how to manage, configure, and define the configurations of your test plan and settings. You'll also learn how to create, clone, manage, and configure test suites. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-497: Software Testing with Visual Studio certification exam.
Software Testing with Visual Studio: Manage Test Execution Part 1	Effective software testing is integral to mitigating harm caused by software failures and providing confidence in software systems. Knowing how to leverage the tools built into Visual Studio is vital in any software testing environment. In this course, you'll learn how to run tests and perform exploratory testing including fast forwarding test cases, setting test run states, updating multiple test cases at once, performing inline editing of tests during execution, as well as generating a test case from test and performing requirement-based exploratory testing of a work item. You'll also learn how to manage, analyze, track, and verify bug metrics, analyze reports, and manage bug flow. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-497: Software Testing with Visual Studio certification exam.
Software Testing with Visual Studio: Manage Test Execution Part 2	Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. In this course, you'll learn how to create new environments within the Lab Center including how to execute test cases in a lab environment. You'll also learn how to analyze recommended test and work items and how to perform an analysis of your reports, work with out-of-the box reports, and customize out-of-the-box reports. This course also addresses how to manage your work item relationships and requirements including how to create work item queries and perform bulk updates in Microsoft Excel. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-497: Software Testing with Visual Studio certification exam.
Microsoft SQL Server Data Warehousing and Business Intelligence Overview	As capabilities and capacities of modern computers continue to proliferate, data warehousing, and business intelligence more broadly, have become fundamental to maintaining business competitiveness. This course describes the concepts and methodologies involved in creating data warehouses and using them to extract business intelligence.
Getting Started with Java Hibernate	Java Hibernate allows you to create, save, and update data objects in a supported database. You can update or read back these objects into a Java program. In this course, you'll learn about the basics of reading and writing objects to your RDBMS. You will also explore transactions and batches, caching, and basic data mapping.
Customized Mapping and Basic Querying in Java Hibernate	Java Hibernate enables you to map Java objects to database tables using annotations or XML files. In this course, you'll learn about identity generation, annotations, and how to customize mappings. You'll also learn basic querying using HQL – a SQL-like query language designed for Hibernate.
Advanced Querying in Java Hibernate	The Hibernate Query Language enables advanced querying of Hibernate data objects, including detailed searches across multiple tables, classes, joins, and selects. In this course, you'll explore advanced HQL querying, manipulation of SQL databases and data structures, and debugging and improving performance in Java Hibernate.
Microsoft PowerShell and Exchange Server: Getting Started	The Exchange Management Shell PowerShell environment is installed with Exchange Server and is viewed as a primary method of configuration and management. This course covers installation of Exchange with PowerShell, Permissions and AD integration, exporting reports and logging, and managing message distribution and delivery.
Microsoft PowerShell and SQL Server: Database Management	PowerShell can be used to manage the full range of SQL Server management tasks, and through scripting can assist with automation of frequent tasks. This course covers policies and jobs, working with PowerShell's powerful scripting features, and working with individual databases.
Microsoft PowerShell and SharePoint: Getting Started	PowerShell can be used for all day-to-day management tasks in SharePoint. This course covers backup and recovery of SharePoint, working with PowerShell command line, configuring sites and services, and site administration.
Microsoft PowerShell and SharePoint: Managing Sites	Day-to-day SharePoint management entails a lot of site management and server remediation. This course covers general SharePoint administration, server diagnostics, security and search, and managing and maintaining sites all using the PowerShell scriptable command line interface.
Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS	Presentation and ease of use are crucial aspects for users of Windows Store apps. In this course, you will learn how to use animations and custom controls to enhance your apps. You will also learn how to use globalization and localization features to make your apps accessible to a wide audience. Additionally, you will learn how to enable printing options within your app and how to use Windows Notification Service to push notifications to your apps'tiles. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-485: Advanced Windows Store App Development Using C#. This exam is a requirement for the Microsoft Certified Solutions Developer (MCSD): Windows Store Apps certification.
Microsoft PowerShell and SQL Server: Introduction	The PowerShell environment is installed with SQL Server and is viewed as a primary method of configuration and management. This course covers the first steps required to manage SQL Server with PowerShell, SQL Management Objects, working with Windows Management Instrumentation, and handling errors.
Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices	Many Windows Store apps are developed to capture and manage media files. In this course, you will learn how to use APIs to capture video, audio and photos, and how to configure Play To to stream media. You will also learn how to configure your app to interact with sensors such as accelerometers and location services and work with devices such as USBs. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-485: Advanced Windows Store App Development Using C#. This exam is a requirement for the Microsoft Certified Solutions Developer (MCSD): Windows Store Apps certification.
Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing	Security is an important aspect of any app that handles sensitive data. In this course, you'll learn how to implement encryption functionality in your Windows Store apps. You can also increase the efficiency and functionality of your Windows Store app with features such as background tasks. You'll also learn how to implement background tasks, asynchronous features, and WinMD components to optimize and extend your apps. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-485: Advanced Windows Store App Development Using C#. This exam is a requirement for the Microsoft Certified Solutions Developer (MCSD): Windows Store Apps certification.
Getting Started with Backbone.js	Backbone.js provides a rich API for working with collections, models, and views. In this course, you'll learn about setting up Backbone.js and downloading all the required components, creating basic models and views, working with collections, and working with Handlebars.js – a templating language for JavaScript applications.
Complex Application Development with Backbone.js	Node.js is a server-side JavaScript engine built on Google's V8 runtime. Backbone.Marionette is a set of design templates for Backbone.js created to simplify the process of creating large scale applications. In this course, you'll learn about complex JavaScript application development using Backbone.js, server-side databases, node.js and Marionette.
JavaScript Essentials: Getting Started	JavaScript is a multi-paradigm language, supporting imperative, functional, and object-oriented programming styles. This course covers the basics of JavaScript – from setting up the development environment to writing your first code. It also covers basic structures, such as loops and arrays, and functions and objects.
JavaScript Essentials: Working with Page Elements	One of the strengths of JavaScript is its ability to manipulate HTML elements on a web page. This course covers backgrounds and buttons, working with DIV containers in HTML documents, generating and finding various HTML elements on a page, and manipulation of pages programmatically.
JavaScript Essentials: Language Features	JavaScript has rich language features for representing data and controlling the flow of programs. This course covers the primary data types you will encounter in JavaScript and flow control statements. It goes on to cover the basics of using XML and other files in your JavaScript programs, and handling events and errors.
JavaScript Essentials: JavaScript In Depth	JavaScript and XML are closely linked, and JavaScript includes support for XSLT style sheets and XPath. This course covers object manipulation with JavaScript, formatting XML for output with XSLT, and manipulating XML with XPath. It also covers basic string manipulations and how to work with storage, documents, and printing.
JavaScript Essentials: Dynamic JavaScript Code	JavaScript enables dynamic web experiences through interaction with the browser and client OS. This course covers how to add drag and drop functionality with JavaScript, dynamically changing JavaScript code at execution time, working with browsers and pop-ups, and debugging JavaScript code.
JavaScript Essentials: Dynamic Content and HTML5	HTML5 is a big change to the way that HTML and JavaScript interact in the browser. HTML5 enables rich and high performing client interfaces with relatively trivial code. This course covers dynamically creating and manipulating content with JavaScript, and drawing and animating with the HTML5 Canvas.
JavaScript Essentials: Basic Browser Interaction	The primary method for running JavaScript on the client side is through the web browser. This course covers browser features, such as CSS, working with browser windows, getting information about users, and other browser manipulations.

Course	Description
JavaScript Essentials: Input and the Mouse	As a client side UI focused language, efficiently handling user input in JavaScript is very important. This course covers submission and validation of forms and input boxes, checkboxes and dialogs, tracking mouse and keyboard interactions, and changing mouse cursors.
Services in AngularJS	Services are objects in AngularJS used to organize and share code in applications. This course covers a large number of built-in services available ranging from use cases from HTTP server interactions to exception handling and location services.
JavaScript Essentials: Date and Math Functions	JavaScript has a comprehensive library of functions and objects for working with dates and times, and for mathematical manipulations. This course covers the date and time objects and methods, and how to use them, arithmetic and logic operators, and the methods and properties of the Math object.
JavaScript Essentials: Working with Strings	Working with strings is a fundamental skill of the JavaScript programmer. This course covers working with fonts, the various methods of searching strings, string conversions, Unicode, and various other string manipulation operations.
Working with Documents in Microsoft Office 365	Microsoft Office 365 provides access to a range of online Office applications for business users, including Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Lync, and others. In this course, you'll learn how to share, collaborate on, print, and manage documents and e-mail using the Office 365 applications. This course is one of a series in the SkillSoft learning path that covers Microsoft Office Online and Office 365.
Introducing Microsoft Office Online for Personal Use	Microsoft Office Online, previously known as Office Web Apps, includes free online versions of Microsoft Office Word, PowerPoint, Excel, and OneNote, as well as the Outlook.com, People, Calendar, and OneDrive applications. In this course, you'll be introduced to each of the online applications and their uses, and learn some ways of working with content in Office Online. This course is one of a series in the SkillSoft learning path that covers Microsoft Office Online and Office 365.
Using the Microsoft Office Online Applications	Microsoft Office Online, previously known as Office Web Apps, includes free online versions of Microsoft Office Word, PowerPoint, Excel, and OneNote, as well as the Outlook.com, People, Calendar, and OneDrive applications. In this course, you'll learn how to work with content in each of the Office Online applications. You'll also learn about the keyboard shortcuts you can use in each of the online applications. This course is one of a series in the SkillSoft learning path that covers Microsoft Office Online and Office 365.
Introducing Microsoft Office 365 Applications	Microsoft Office 365 provides access to a range of online Office applications for business users, including Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Lync, and others. In this course, you'll be introduced to the online applications and their uses. This course is one of a series in the SkillSoft learning path that covers Microsoft Office Online and Office 365.
CompTIA Network+ N10-006: Network Architecture Part 1	Networks are the basic interconnections for all computers from home computer systems, to multinational businesses, to the Internet. In order to understand how networks function, you need to start at the beginning and learn the fundamental building blocks of networks and how data travels from one point to another. This course introduces the concepts involved with network architecture including network devices, network services, network models, network cabling, network topologies and the different WAN technologies available. You'll also learn about the basics of configuring network services such as DHCP and DNS. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Network Architecture Part 2	With all the things that need to function correctly and together in networks, there are an equal number of things that can go wrong. In this course, you'll learn about more advanced network architecture concepts including network infrastructure implementation, addressing schemas, routing, unified communications, and cloud computing and virtualization. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Network Operations Part 1	Managing and monitoring are routine tasks performed on every network, regardless of its size. Proper management and monitoring of a network can forestall many problems that commonly occur in a network environment, as well as make troubleshooting problems that do arise that much easier. In this course, you'll learn about the methods and tools used in the operations of your network, including tools used in network monitoring, monitoring data analysis, configuration management, and network segmentation. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Network Operations Part 2	Networks are the basic structure behind modern communication design. From a small business connecting three user computers with a domain controller for central management, to the Internet itself, the architecture and operation of a network governs how devices are able to talk to each other. Networks provide a way to centrally manage devices and to apply much needed security. In this course, you'll learn elements involved with the operation of your network including patching and updating network devices and computer systems, switch configuration, as well as how to install and configure Wireless LANs. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Network Security	A network's security is only as strong as the security of its individual systems. Before connecting individual computers to the network, you need to ensure that the computers are secured using proper security mechanisms. Identifying the appropriate steps and measures you can implement to protect your systems and keeping your resources and revenue safe from potential attacks is a key aspect of securing systems on your network. This course explores the different security concepts and common threats, and vulnerabilities of a network. It also covers network hardening, physical security, firewalls, Network Access Control models, and forensics. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Troubleshooting Part 1	Troubleshooting skills are required by everyone who has responsibility for a network. The complexities of modern enterprise networks means that there is a vast array of devices, software, and infrastructure components that have the potential for failure - thereby causing a loss of connectivity on the network. In this course, you'll learn how to identify network problems while troubleshooting,. You'll also learn about all the different network troubleshooting tools available. Finally, you'll explore wireless troubleshooting and troubleshooting cable issues. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
The Big Data Technology Wave	A number of tools are available for working with Big Data. Many of the tools are open source and Linux distribution based. This course covers the fundamentals of Big Data, including positioning it in a historical IT context, the tools available for working with Big Data, the Big Data stack, and finally, an in-depth look at Apache Hadoop.
Big Data Opportunities and Challenges	Big Data requires a holistic approach and a change to regular working practices. This course covers the ways teams work in Big Data organizations, some projects and use cases for Big Data, and challenges and opportunities that Big Data presents.
CompTIA Network+ N10-006: Troubleshooting Part 2	Troubleshooting by managing and resolving network issues is a routine task performed on every network, regardless of its size. Proper management and monitoring of a network can forestall many problems that commonly occur in a network environment as well as make troubleshooting problems that much easier. In this course, you'll learn how to resolve common network, WAN, and security issues. You'll also learn about the different types of fiber cabling issues that can arise. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory	Networks provide a way to centrally manage devices and to apply much needed security. It's vital that one adheres and recognizes all of the industry standards, practices, and network theory before implementing a network. In this course, you'll learn basic network theory. You'll also learn the standards involved with wired and wireless networks, including the different network policies and procedures, and best safety practices. This course also addresses how to structure equipment and cabling and the change management process. This course is one of a series in the SkillSoft learning path that covers the objectives for certification exam CompTIA Network+ N10-006.
CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns	Cryptography has been used for thousands of years to secure messages and hide information from those who would seek to steal it. In this course, you'll learn about cryptographic concepts and techniques along with examining the security implications associated with enterprise storage. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls	Network design plays a significant role in the security of an organization, as do the management strategies and the control mechanisms that are put in place. In this course, you'll learn about advanced network design concepts such as VPNs, RDP, VNC and IPv6. This course will also examine security devices, application aware technologies, and security controls. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Security Controls for Hosts	Host security plays a tremendously important role in network security. Even if all your network links are secured, improperly secured hosts can leave your organization open to attack. In this course, you'll learn about end point security solutions, security controls and host hardening techniques, boot protection mechanisms, and finally you will learn about securing virtualized and cloud environments. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls	Vulnerabilities within applications, either through improper coding or new attack vectors, can leave an organization open to attack. In this course, you'll learn about various application vulnerabilities and attacks, along with the controls and security mechanisms that can be used to aid in stopping those attacks. Finally you will look at various browser extension issues that you may face while securing your network environment. This course is one of a series in the SkillSoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control	The strategic plan that an organization uses is often driven from industry standards and information classification procedures. In this course, you'll interpret business and industry influences and explain associated security risks. You will also look at risk mitigation planning, strategies, and controls. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery	Creating strong privacy polices and procedures will aid in securing organizational assets. If an event does occur, it is important to have proper procedures in place to make sure that recovery occurs as quickly and as efficiently as possible. In this course, you'll learn about the policies, procedures, and business documents that are used when creating a secure network environment. You will also examine the incident response and recovery procedures that are used when security breaches occur. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Research, Analysis and Assessment	Research and testing are the backbone of introducing new technologies and devices into your network. It is important to make sure none of the new changes will compromise network security. In this course, you'll learn about research methods to determine industry trends and their impact to the enterprise.You will also explore methods of securing an enterprise environment, and you will select methods or tools appropriate to conduct an assessment and analyze the results. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines	Ensuring that departments work in a collaborative fashion is extremely important and will actually increase network security when done properly. In this course, you'll learn about facilitating collaboration across diverse business units to achieve security goals. You will also look at selecting the appropriate control to secure communications and collaboration solutions. Finally, you will examine security activities across the technology life cycle. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
CompTIA CASP CAS-002: Technical Integration of Enterprise Components	Tying all the security mechanisms in your organization together is extremely important, as it will bring the overall security into effect. In this course, you'll learn about integrating hosts, storage, networks and applications into a secure enterprise architecture. You will also examine ways to integrate advanced authentication and authorization technologies to support enterprise objectives. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Advanced Security Practitioner (CAS-002) certification exam.
Microsoft Lync 2013	Microsoft Lync 2013 is a combined messaging and collaboration tool from Microsoft that is part of the Microsoft Office suite. In this course, you'll learn about using Lync and navigating the interface, managing contacts, setting your profile and status, using instant messenger, organizing meetings, and sharing content.
Getting Started with LINQ	LINQ is a set of features added to C# and VB to enable querying of collections, databases, and XML documents. LINQ provides a powerful and simple set of tools for incorporating databases into your .NET applications. This course covers creating a simple query in LINQ, creating relationships with a query, updating database rows and tables with a query, and finally some advanced query techniques.
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENSS)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
JavaScript SPA: Working with Rich Application Data	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to manage, and distribute data for client views in a JavaScript SPA in Visual Studio 2013.
AngularJS Controllers and Directives	Angular JS controllers are constructor functions that set the initial state and add behaviours to objects. This course covers directive isolate scopes and working with controllers and directives. It also covers directive in respect to the document object model, or DOM.
Final Exam: Essentials of Interviewing and	Generally taken near the end of a program, Final Exam: Essentials of Interviewing and Hiring enables the learner to test their knowledge in a testing environment.
TestPrep N10-006 CompTIA Network+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 70-486 Developing ASP.NET MVC Web Applications	Mentoring 70-486 Developing ASP.NET MVC Web Applications
Final Exam: Business Law Essentials	Generally taken near the end of a program, Final Exam: Business Law Essentials enables the learner to test their knowledge in a testing environment.
Mentoring CAS-002 CompTIA Advanced Security Practitioner	Mentoring CAS-002 CompTIA Advanced Security Practitioner
Final Exam: Business Planning Essentials	Generally taken near the end of a program, Final Exam: Business Planning Essentials enables the learner to test their knowledge in a testing environment.

TestPrep CAS-002 CompTIA Advanced Security Practitioner	TestPrep CAS-002 CompTIA Advanced Security Practitioner
Windows 8.1 Update 1: Navigating the UI	Microsoft Windows 8.1 is the latest version of the Microsoft Windows PC desktop operating system. It includes a tablet-style user interface, as well as the more conventional Windows desktop interface. Following the initial release of Microsoft Windows 8.1, Microsoft released an update (Update 1) that included a number of new and revised features.This course will introduce learners to key features of the latest version of Windows 8.1 and demonstrate how to interact with the new UI using either mouse and keyboard or a touch screen device. The course demonstrates how to move around apps, the Start screen, and the desktop.It also covers basic customization of the Start screen and use of the Power, Shutdown and Restart options.
Windows 8.1 Update 1:Working with Files and Apps	Microsoft Windows 8.1 is the latest version of the Microsoft Windows PC desktop operating system. It includes a tablet-style user interface, as well as the more conventional Windows desktop interface. Following the initial release of Microsoft Windows 8.1, Microsoft released an update (Update 1) that included a number of new and revised features. Within Windows 8.1, Windows 8.1 File Explorer provides several options for organizing and navigating to your files.The Search charm can also be used to find files, as well as launch apps and search the Internet. This course demonstrates how you can manage your files and make them easier to access. It shows how to search for items from File Explorer and from the Search charm. And it covers how to work with Windows Store and desktop apps and how to work with the Internet Explorer app.
Windows 8.1 Update 1: Windows Management and Customization Features	Microsoft Windows 8.1 is the latest version of the Microsoft Windows PC desktop operating system. It includes a tablet-style user interface, as well as the more conventional Windows desktop interface. Following the initial release of Microsoft Windows 8.1, Microsoft released an update (Update 1) that included a number of new and revised features. Windows 8.1 has now a number of login and account options including logging in directly to the desktop. There are also a range of customization features that you can use to personalize Windows. This course covers working with login, account, and personalization options in Windows 8.1 Update. You'll also learn how to access OneDrive from Windows 8.1 and use its features.
Mentoring PRINCE2: Practitioner	Mentoring PRINCE2: Practitioner
TestPrep 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Administrating XenDesktop 7.5 and Hypervisor Management	Citrix XenDesktop uses virtualized desktops and applications to provide services to end-users. In this course, you'll learn about configuring and managing the Hypervisor components needed for your app and desktop delivery solutions. It focuses on Citrix licensing, how to perform and delegate administration, and the purpose of roles and scopes. The course also provides an overview of working with virtual machines, and moves on to teach about the use and management of policies and profiles in your XenDesktop environment. This course is one of a series in the Skillsoft learning path that covers objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
Managing XenDesktop 7.5 Desktops and Applications	Citrix delivers apps and desktop environments to mobile end-users. In this course, you'll learn about XenDesktop components and tools used to deliver and control virtualized apps and desktops. This includes the role of machine catalogs, Machine Creation Services, Delivery groups, vDisks, and the use of Director and StoreFront for session and store management. Also covered are the Virtual Delivery Agents, master images, vDisks, receivers, controllers, and performing common troubleshooting tasks. This course is one of a series in the Skillsoft learning path that covers objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
TestPrep 70-487 Developing Microsoft Azure and Web Services	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Implementing OpenStack	OpenStack is a collaboration between cloud technology experts and developers, resulting in a highly scalable open standard cloud operating system. OpenStack cloud environments can be used for both private and public clouds and depend on a set of core components. This course introduces the OpenStack Cloud offering, cloud service features, and provides some background on the OpenStack Project and Release Cycle. The course presents the logical architecture and provides an introduction to the various project components that work together as part of the OpenStack cloud. This course also looks at the planning and deployment of OpenStack, including components such as OpenStack Block Storage, images, instances, OpenStack Compute, installation packages, Controller Services, database services, and orchestration services.
Configuring OpenStack	OpenStack uses core software components such as OpenStack Compute, OpenStack Image Service, and OpenStack Object Storage to provide an operating system and logical architecture for private and public clouds. This course covers configuration tasks for OpenStack Compute deployments and configuring reliable storage sources using Object Storage. The course looks at the installation and configuration of the OpenStack Dashboard, and how to use it in managing your cloud resources. It also describes the setup and configuration of network services including configuring the network node, using VLAN Manager, and managing tenant networks.
CompTIA Linux+ 2014 Powered By LPI: LX0-103: System Architecture	Linux finds a home in every device we would think of as a computer, from Smartphones to PCs and data center servers. In this course, you will learn about the system architecture of Linux including how it interacts with peripherals and the boot sequence, and how to change the system RunLevels and Boot Targets. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-103.
TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management	Linux installation and configuration is a multi-step process allowing customization based on requirements at almost every stage. In this course, you will learn about some of that customization and some basic patterns of how to do an initial install. You will learn about hard drive partitioning, boot managers, software repositories and the tools necessary to maintain, update, and install software on different Linux distributions. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-103.
CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands	A Linux distribution is made up of a number of utilities and programs. One key utility is the command line shell. In this course, you will learn how to use a shell to perform file and directory manipulation and edit file contents. In particular, you will learn about the Bourne-again Shell (bash) and the VI text editor. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-103.
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Advanced GNU and Unix Commands	Linux consists of many tools to manipulate files, streams, and processes from the command line that an administrator really needs to know in order to get the most from their system. This course will describe and show the basic usage of some of the Linux tools that can be used to manipulate files, stream data, and manage processes. You will also learn how to prioritize processes and how to use basic Regular Expressions to do advanced searches and matches against files and file contents. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-103.
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices and Filesystems	Disk and file management is critical to installing, securing, and maintaining any server, and a Linux administrator must understand the limits and capabilities of these resources to be effective in planning and building out Linux infrastructure. In this course, you will learn how to configure and manage partition tables, manage filesystems, configure disk quotas, use links, and manage file and directory permissions. You will also be introduced to the Filesystem Hierarchy Standard, or FHS. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-101 and LX0-102.
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Scripting and Administrative Tasks	The shell, and shell scripting, provides an incredible interface to running, automating, and maintaining a Linux system. The ability to manipulate the shell is a very powerful tool for any administrator of a Linux system. In this course, you will learn how to use and configure the shell environment, create shell scripts for automating tasks, manage users and groups, use Cron, AT, and Anacron to automate tasks, and learn how to configure the localization and timezone properties of a Linux system. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-104.
TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Essential System Services	A Linux system administrator needs to know how to configure the time, e-mail, printing, and logging features of a Linux system. In this course, you will learn about four of the essential services almost all Linux servers and clients will have configured: NTP time synchronization for accurate time, Mail Transfer Agents for e-mail, CUPS for printing, and the system logger to manage log messages. This course also covers configuring GUI interfaces using X server. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-104.
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Networking Fundamentals	Linux is used extensively on the internet, usually as servers, but also as clients, and a system administrator must know how to configure and use the network interfaces on a Linux system. In this course, you will learn how to configure, use, and troubleshoot networking issues on Linux. This course covers the fundamentals of Internet Protocols, Network Interfaces, DNS, and security as it applies to the networking configuration of a Linux system. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-104.
CompTIA Linux+ 2014 Powered By LPI: LX0-104 Security, Data, and Accessibility	Security, data management, and accessibility are huge fields; however, a system administrator should know enough to understand the roles and features available when configuring a Linux system. This course describes some basic best practices and functionality available to secure a server or provide accessibility for users. In this course, you will learn how to perform basic security administration tasks; learn how to write Structured Query Langauge, or SQL, statements; learn how to secure data using encryption; and learn about the Assistive Technologies available to help with Accessibility requirements. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA Linux+ exams LX0-104.
CompTIA Mobility+ MB0-001: Over The Air Technologies	Mobile devices rely on different forms of wireless communication for connectivity and functionality. From cellular technologies for Internet connectivity anywhere in the world, to WiFi networks in the home or office, or personal networks of peripherals using Bluetooth, all these technologies are underpinned by the same set of fundamental principles of radio frequency signaling. This course covers wireless technology from the radio wave up, encompassing all types of wireless connectivity that wireless devices rely on. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
TestPrep MB0-001 CompTIA Mobility+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CompTIA Mobility+ MB0-001: Network Infrastructure	Networking is a core capability of a modern mobile device. Network considerations are different to traditional desktop PCs, as connectivity is not just to a traditional LAN, but must be accommodated from anywhere and over multiple network types. Additionally, wireless access to the LAN must be accommodated, along with attendant security considerations. This course covers networking from a mobile device perspective. It includes topologies and infrastructures, security, and integrating wired, and wireless networks. It also covers disaster recovery, and backup, and the use of high availability, and replicated network sites for disaster recovery. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Mobility+ MB0-001: Mobile Device Management 1	Mobile devices have proliferated in the workplace. Management of these devices has become a significant challenge due to many factors including device ownership, extreme mobility and heterogeneous platforms. This course aims to bridge the management gap by covering device capabilities, enterprise requirements and policy, and services and solutions for device management. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Mobility+ MB0-001: Mobile Device Management 2	Mobile devices have unique on-boarding and off-boarding strategies, due to their diverse nature and BYOD issues. This course covers issues of policy relating to mobile device on-boarding, management and off-boarding, and looks ahead to new mobile technologies emerging, and the opportunities and risks they pose. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Mobility+ MB0-001: Security	The chief concern for organizations entering the world of BYOD and mobile device is security. With greater flexibility, the mobile nature of devices, and the ownership issues of BYOD, the potential for security issues has never been greater. This course covers security concepts and risks, and strategies for mitigating those risks in a connected, mobile world. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Mobility+ MB0-001: Troubleshooting 1	Troubleshooting methodology for mobile devices follows well understood best practices and a logical flow, with some amendments to take into account the unique nature of mobile devices. Having a good understanding of troubleshooting principles will make any problem of configuration or operation surmountable. This course covers basic troubleshooting methodology, and how to apply it to mobile devices and applications. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Mobility+ MB0-001: Troubleshooting 2	Two areas that make mobile devices unique are their connectivity capabilities and requirements, and the unique security challenges they pose. This course takes systematic troubleshooting methods and applies them to these two areas of mobile computing to attempt to solve OTA connectivity and security issues. This course is one of a series of courses that cover the objectives for CompTIA Mobility+ (MB0-001).
CompTIA Server+ SK0-004: Server Architecture	Being a good server administrator means that you understand your systems from the ground up â€" both the software and the hardware. Today's server hardware is sophisticated and specialized to support multiple users, applications and processors, as well as provide fault tolerant, highly available services. This course begins looking at the purpose and function of certain server form factors, starting with factors of rack mounts, towers, and blade technologies. The course also describes the various server components such as CPU, RAM, bus types, bus channels and expansion slots as well as NICs, and hard drives. This course will also compare and contrast the different power and cooling components of a server. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 1.1 Explain the purpose and function of server form factors; 1.2 Given a scenario, install, configure and maintain server components; and 1.3 Compare and contrast power and cooling components.
TestPrep SK0-004 CompTIA Server+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.

Course	Description
CompTIA Server+ SK0-004: Server Administration I	A network may have many servers on it, each playing a unique role. In order for a server to do its job properly, it must have the proper hardware and software installed. A server may be performing a network service, such as DNS or DHCP, serving applications such as e-mail, or providing network security as in the case of a firewall or authentication server. The administrator must be familiar with each of the potential roles and how they will impact each other and the users they serve. This course introduces the various server roles and requirements. The course also explores the different components that can be installed and configured on a server operating system. In addition, you'll explore how to use certain access and control methods to administer a server, and discuss some of the proper server maintenance techniques. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 2.1 Install and configure server operating systems, 2.2 Compare and contrast server roles and requirements for each, and 2.4 Given a scenario, perform proper server maintenance techniques.
CompTIA Server+ SK0-004: Server Administration II	A well managed network relies on accurate documentation, well designed policies, and efficient procedures. Understanding how to create good documentation, policies, and procedures can help ensure that a network is well run and that it can withstand the occasional crisis. Implementing these concepts at the server level is an excellent place to begin The course starts off by exploring more server maintenance techniques. This course also covers the different components and techniques involved with asset management and documentation. In addition, you'll explore the purpose and operation of different virtualization components. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 2.4 Given a scenario, perform proper server maintenance techniques, 2.5 Explain the importance of asset management and documentation, and 2.6 Explain the purpose and operation of virtualization components.
CompTIA Server+ SK0-004: Storage	Because so much work is done electronically, businesses and governments generate vast amounts of information, most of which needs to be kept available and safe. Storage technologies have improved with the growth of data requirements. This course introduces the technologies involved in storing and protecting this data and the different types of storage media, such as optical media, and describes the increased reliance on hard disks for permanent, secure data storage. As well, you'll learn about the technology behind RAID arrays and the various types of storage architectures. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 3.1 Given a scenario, install and deploy primary storage devices based on given specifications and interfaces, 3.2 Given a scenario, configure RAID using best practices, 3.3 Summarize hardware and features of various storage technologies, and 3.4 Given a scenario, calculate appropriate storage capacity and plan for future growth.
CompTIA Server+ SK0-004: Security	Because so much work is done electronically, businesses and governments generate vast amounts of information, most of which needs to be safe. Security technologies have improved with the growth of data requirements. This course introduces the methods and concepts involved in physically protecting this data. As well, you'll learn about the different server hardening techniques, the different types of network security systems and protocols, as well as logical access control methods. This course also covers how to securely dispose storage and how to implement proper environmental controls in your server room. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 4.1 Compare and contrast physical security methods and concepts, 4.2 Given a scenario, apply server hardening techniques, 4.3 Explain basic network security systems and protocols, 4.4 Implement logical access control methods based on company policy, 4.5 Implement data security methods and secure storage disposal techniques, and 4.6 Given a scenario, implement proper environmental controls and techniques.
CompTIA Server+ SK0-004: Networking and Disaster Recovery	Almost everywhere you go, from large businesses to people's homes, networks are in place to facilitate the movement of data between computers and other devices, such as printers or the Internet. The network infrastructure services, ports, protocols, and cabling involved in networking can be complicated, which can make troubleshooting issues that arise complicated as well. It is important that server administrators are very familiar with server networking concepts. Also, without a well-thought-out plan in place, all the best equipment and well trained personnel in the world will be useless in the event of a disaster. Disasters can be man-made or natural, and both types can cause short delays or major business disruptions.In this course, you will learn about IP addressing and network infrastructure services. This course also compares various ports and protocols, and covers how to install and implement proper cable management procedures. In addition, you will learn about backup strategies and procedures for restoring data. You'll also explore various types of backup, such as full, incremental, and differential, along with the common media used for backup such as hard disks and optical media. Finally, you'll explore disaster planning and the implementation of an optical disaster recovery plan. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 5.1 Given a scenario, configure servers to use IP addressing and network infrastructure services, 5.2 Compare and contrast various ports and protocols, 5.3 Given a scenario, install cables and implement proper cable management procedures, 6.1 Explain the importance of disaster recovery principles, and 6.2 Given a scenario, implement appropriate backup techniques.
CompTIA Server+ SK0-004: Troubleshooting I	Troubleshooting skills are something that everyone, from the server or network administrator to the everyday user, should possess. Administrators, though, need to be able to thoroughly troubleshoot not only desktop computers, their hardware and operating systems, but also more complex and intricate issues that occur on sophisticated server hardware and network infrastructures. This course introduces hardware troubleshooting. You'll learn about some of the common issues that can occur, along with their fixes and some of the useful tools that can be employed in the troubleshooting process. This course also describes troubleshooting theory and recommended procedures. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 7.1 Explain troubleshooting theory and methodologies, and 7.2 Given a scenario, effectively troubleshoot hardware problems, selecting the appropriate tools and methods.
CompTIA Server+ SK0-004: Troubleshooting II	Troubleshooting skills are something that everyone from the server or network administrator to the everyday user should possess. Administrators, though, need to be able to thoroughly troubleshoot not only desktop computers, their hardware and operating systems, but also more complex and intricate issues that occur on sophisticated server hardware and network infrastructures. This course introduces software, storage, network, and security troubleshooting. You'll learn about some of the common issues that can occur along with their fixes and some of the useful tools that can be employed in the troubleshooting process. This course is one of a series in the SkillSoft learning path that maps to CompTIA's Server+ exam, SK0-004, and covers the following exam objectives: 7.3 Given a scenario, effectively troubleshoot software problems, selecting the appropriate tools and methods, 7.4 Given a scenario, effectively diagnose network problems, selecting the appropriate tools and methods, 7.5 Given a scenario, effectively troubleshoot storage problems, selecting the appropriate tools and methods, and 7.6 Given a scenario, effectively diagnose security issues, selecting the appropriate tools and methods.
Apache Hadoop	Apache Hadoop is a set of algorithms for distributed storage and distributed processing of very large data sets on computer clusters built from commodity hardware. This course will introduce the basic concepts of cloud computing using Apache Hadoop, cloud computing, Big Data, and the development tools applied.
MapReduce Essentials	MapReduce programming is a framework for processing parallelizable problems across huge datasets. This course will define MapReduce programming and explain the basics of programming in MapReduce and Hive.
Programming and Deploying Apache Spark Applications	Apache Spark is a cluster computing framework for fast processing of Hadoop data. Spark applications can be written in Scala, Java, or Python. In this course, you will learn how to develop Spark applications using Scala, Java, or Python. You will also learn how to test and deploy applications to a cluster, monitor clusters and applications, and schedule resources for clusters and individual applications.
Fundamental Methods for Data Science in R	R is a free software environment for statistical computing and graphics and has become an important tool in modern data science. In this course, you will learn the fundamental R methods that data scientists use in their everyday work.
Machine Learning Examples for Data Science in R	R is a free software environment for statistical computing and graphics and has become an important tool in modern data science. In this course, you will learn the essential R machine learning methods that data scientists use in their everyday work.
MongoDB: Concepts, Installation, and Querying	MongoDB is an open-source documentation database that is easy to scale and develop. MongoDB can be installed on various operating systems with minimum requirements and provides CRUD operations to read and write documents within collections. This course will discuss the concepts of MongoDB and demonstrate how to install it on Linux and Windows. It will also demonstrate how to create and manage documents as well as how to query them using the find() method and aggregation.
MongoDB: Indexing, Replication, and Security	Administrating a MongoDB database requires ensuring queries are responding fast enough for users to obtain the correct data from the database. It also requires ensuring the data is available to the users by implementing replication and making sure it is correct. In this course, you'll learn how to create indexes and perform query optimization. You'll also learn how to configure replication and security.
MySQL: General Syntax, Advanced Queries, and Stored Programs	As a MySQL Database Developer, you need to understand the overall general syntax in order to obtain the correct information and provide information in the code, such as comments. Creating programs that can be stored on the server and executed multiple times is also essential. In this course, you'll learn about the general syntax of MySQL, including comments, identifiers, and data types. The course also covers how to handle advanced queries and data management, as well as how to create and use stored programs.
MySQL: Advanced Routines, Optimization, and DCL	Writing advanced routines can be a big part of being a database developer as well as optimizing the database to ensure queries are running efficiently for end users. In this course, you'll learn how to create and use advanced procedures, functions, and triggers and how to optimize queries and performance of a MySQL database. This course also covers how to grant, revoke, and deny user permissions for the underlying database objects.
MySQL: Storage Engines, Advanced Indexing, and Maintenance	A well designed and high performance database depends on its storage engine and index structure. In this course, you'll take an in-depth look at storage engines and how they affect the performance of your MySQL databases. The course also covers index structures and types, indexing for performance, and index maintenance.
MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery	As an organization grows, so will its database requirements. In this course, you'll explore the core administrative tasks of managing and maintaining your MySQL databases as they grow and as performance demands increase. The course also covers the transactions in MySQL, storage engines and server optimization, and scaling and high availability. You'll also learn about partitioning, replication, import and export, and backup and recovery.
MySQL: Performance Monitoring, Database Health and Integrity, and Security	The performance, integrity, and security of your MySQL servers is key to maintaining stable, consistent, and secure databases. In this course, you'll learn about monitoring and maintaining your servers while planning for growth, and about security measures to keep your data safe. The course also covers monitoring systems, measuring performance, securing databases, reviewing database metadata, and ensuring data integrity.
NoSQL Concepts and Background	NoSQL databases are increasingly used in real-time web applications and big data. They provide a mechanism for retrieval and storage of data other than relational databases. They are attractive to developers due to their horizontal scaling, simplicity of design, and finer control over availability. In this course, you'll learn about the fundamentals of NoSQL data stores, the importance of queries and updates, and why a NoSQL implementation may be a better choice than a traditional relational database model.
NoSQL Models and Applications	NoSQL databases provide a mechanism for retrieval and storage of data other than RDBMS. They are increasingly used in real-time web applications and with big data. In this course, you'll learn about the different NoSQL data models, including Cassandra, MongoDB, and Riak. This course also covers concepts such as polyglot persistence and sharding.
Programming with NoSQL	NoSQL databases are attractive to developers due to their simplicity of design and finer control over availability. They are increasingly used in real-time web applications and big data. In this course, you'll learn about how to install CouchDB and concepts such as MapReduce and RESTful. This course also covers some basic programming using Java and JavaScript.
In Depth with NoSQL	NoSQL databases provide a mechanism for retrieval and storage of data other than RDBMS. They are attractive to developers due to their simplicity of design and finer control over availability. In this course, you'll learn about security issues and how to address them. The course also covers the considerations that must be identified when dealing with HL7, HIPPA, and PCI.
RavenDB Overview	RavenDB is the most popular NoSQL database for the .Net world. It is open source, extremely fast, and very intuitive. RavenDB is a document-oriented database designed for storing, retrieving, and managing semi-structured data. In this course, you will learn about the Management Studio and in code. You will also learn how to set up and connect to a RavenDB instance, and how to work with documents and indexes.
RavenDB Integration	RavenDB has combined the best of relational databases with that of document databases. It is scalable, extensible, and extremely powerful. RavenDB is a document-oriented database for .Net. In this course, you will learn how to work with transformers, how to accomplish scaling, how to set up for an MVC application, and how to manage your system.
Google Apps: Google Drive	Google Apps uses Google Drive for central, cloud-based, accessible anywhere storage. This course covers the use of Google Drive as a central hub for Google Apps, and how to use it for synchronizing offline files.
Google Apps: Gmail and Calendar	Google Apps includes a comprehensive suite of business communication tools, including Gmail for e-mail that can work with any domain, and Calendar for organizing and synchronizing. This course covers using Gmail and Calendar to maximize productivity.
Google Apps: Docs and Sheets	The core productivity apps in the Google Apps suite are the word processing app Docs and the spreadsheet app Sheets. Both are fully featured and include the functionality of desktop equivalents. This course covers creating and disseminating documents using Docs and Sheets.
Introducing iOS 8 for iPad	The Apple iPad straddles the line between an entertainment device and a business organizer tool, and if used properly can revolutionize the way you organize and plan your personal and business life. This course teaches those skills, and covers using iOS 8 on the iPad, from managing your day with the calendar and reminders, to browsing the web or reading a newspaper and taking advantage of the new features that iOS 8 brings.
Introducing iOS 8 for iPhone	The Apple iPhone is an all-in-one communications and organizer device. This course covers the basics on using your iOS 8 on your iPhone, from making phone calls and video calls, to managing your day with the calendar and reminders, to browsing the web and taking advantage of the new features that iOS 8 brings.
Introducing Mac OS X Yosemite	The integration of messaging systems is a big focus of Mac OS X Yosemite. By taking this course, you will gain proficiency with new features of the Mac OS X Yosemite interface, and an understanding of the integration of messaging systems, such as e-mail and messaging, into Mac OS X Yosemite. This course provides an overview on how to navigate the user interface, work with the Safari browser, files, folders, and widgets, and use the various messaging systems that are now supported.
Working with Mac OS X Yosemite	Mac OS X Yosemite is made for productivity. It's designed for seamless integration with the cloud, as well as IOS devices. In this course, you will gain insight into the enhanced functionality of Mac OS X Yosemite, how to modify system settings, and how to extend OS X functionality using Launchpad, extensions, and the Mac OS X App Store.
Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls	Networking provides a way for devices and users within a network to be able to communicate and share data. In order to understand how networks function, you need to start at the beginning and learn the fundamental building blocks of networks and how data travels from one point to another. In this course, you'll learn about the fundamental protocols, IP addressing, and network settings for devices to communicate. You'll also learn how to configure and setup network cards, routers and firewalls, as well as how to configure a wireless network.
Networking Fundamentals: Remote Connections, Shares, and Mac OSX Networking	The sharing of files and folders over wired and wireless networks is a big part of how users access information throughout different types of networks. Ensuring these networks are running properly will allow the information to be accessed quickly. In this course, you'll learn how to configure different Windows networks and how to create and manage network shares. You'll also learn how to monitor the network connections and remotely access computers. You'll also explore how to configure networking on a Mac OSX 10.8.

Course	Description
NFPA 70Â Electrical Safety in the Workplace 2015 Edition	This course provides a comprehensive overview of the basic criteria for electrical safety-related work practices stipulated in the National Fire Protection Agency (NFPA) 70E Standard for Electrical Safety in the Workplace. It presents detailed information on the practices, programs, techniques, and processes related to electrical work, in accordance with the NFPA Standard. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes	In Microsoft Dynamics CRM 2013, you can use marketing campaigns to introduce new products or services, or to simply create some buzz to get people talking about your products or services. In this course, you'll learn how to use these features in Microsoft Dynamics CRM 2013 and enable your business to improve sales, marketing, and service for customers. Youâ€™ll begin by learning how to modify and publish forms, how to work with the business process workflow's, how to manage data using contacts, and how to implement marketing campaigns. You will also learn how to run reports using the Reporting Wizard.
Microsoft Dynamics CRM 2013 - Customization and Configuration:	Microsoft Dynamics CRM 2013 integrates with SharePoint for enhanced collaboration and management facilities. This course introduces customization and configuration options in Microsoft Dynamics CRM, and helps you get the most out of SharePoint integration.
Microsoft Dynamics CRM 2013 - Customization and Configuration: Entities	Entities are a powerful feature of Dynamics CRM used to model business data. This course helps you to define and manage entities, and helps you to customize visualization of that data. This course also shows you how to model business rules and process flows, and use Dynamics CRM for form creation.
Microsoft Dynamics CRM 2013 - Customization and Configuration:	At the heart of Dynamics CRM is relationships. Relationships enable you to model complex dynamics simply and easily. This course covers the types of relationships supported by Dynamics CRM, and how to create and work with them. It also covers customizing data fields and working with various data types, and charts and dashboards â€" powerful ways of visualizing aggregated business data.
Application Skills in Microsoft Dynamics CRM 2013	Microsoft Dynamics CRM 2013 is a Customer Relationship Management application with an in-built platform designed to facilitate it being customized and extended to meet a broad range of requirements. In this course, you will get an introduction to the system navigation and basic features. The course also teaches you how to work with the Microsoft Dynamics CRM 2013 Outlook Client, various ways to automate business processes, integrating your e-mails with CRM 2013, and creating your own custom queries using advanced find.
Sales Automation in Microsoft Dynamics CRM 2013	Microsoft Dynamics CRM 2013 is a Customer Relationship Management application that makes it possible to automate much of the sales process. In this course, you will learn how to configure and use the sales module including sales pipeline management, sales order processing, managing the product catalog, measuring performance through metrics and goals, and various ways to create reports.
Marketing Automation in Microsoft Dynamics CRM 2013	Microsoft Dynamics CRM 2013 Marketing Module is a Customer Relationship Management application that enables you to automate the marketing process. In this course, you will learn how to configure and use the marketing module including detailed campaign management, importing data, and managing data quality.
Customer Service Automation in Microsoft Dynamics CRM 2013	Microsoft Dynamics CRM 2013 is a Customer Relationship Management application that you can use to automate and improve your organization's customer service. In this course, you will learn how to configure and use the customer service module including creating and managing service cases, implementing a knowledge base, complex service scheduling, and management of contracts and service level agreements.
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Upgrading	What's new in SharePoint 2013 installation? In this course, you'll learn about what's new, and what's changed, with a SharePoint Server 2013 installation and upgrade. After completing this course, you will be able to plan a SharePoint Server 2013 upgrade for including the planning tasks, supported upgrade paths, and best practices involved. You will also learn how to perform, verify, and troubleshoot a SharePoint Server 2013 upgrade, and you will also be able to perform required post-upgrade tasks. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Continuity	High availability inside SharePoint is all about ensuring that there's a certain amount of uptime. If you're maintaining a 99.999% uptime, you are looking at 5 minutes of downtime per year. What can you do to ensure that you can provide that uptime? This course describes how you can plan for business continuity in SharePoint Server 2013. You will learn database continuity strategies such as high availability, storage redundancy, and live migration. You will also learn how to implement upper tier availability by planning service distribution and configuration as well as how to plan for redundancy and load balancing. Finally, you will learn the SharePoint backup and disaster recovery planning and strategies available. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Search Services	Social networking has become increasingly integrated and rolled out throughout network enterprises. In SharePoint Server 2013, user profiles are used in various social networking features. In this course, you will learn how to plan social networking components such as communities, user profiles, social permissions, activity feeds, and connections. You will also learn how to optimize search services which involves the planning and configuration of index freshness, result sources, the end-user experience, search schemas, and you will also be able to analyze search analytics reports. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Content Support	SharePoint 2013 has improvements as well as new features for implementing and supporting web and enterprise content management and the integration of your SharePoint Server 2013 with other Microsoft Office products such as Office Web Apps and Exchange Server 2013 improves communication and collaboration capabilities, as well as increased productivity for the end user. In this course, you will learn how to configure channels, product catalog and topic pages, and design manager, as well as display templates and variations. This course will also cover how to support enterprise content by configuring e-discovery, document routing, co-authoring, and record retention. You will also learn how to plan large document repositories and configure software boundaries. To complete this course you will learn about SharePoint Server 2013 integration with Office Web Apps 2013, Exchange Server 2013, and Project Server 2013. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Applications	SharePoint Server 2013 allows for the creation, configuration, and management of service applications that can be shared across farms or hosted web applications. In this course, you will learn how to deploy service applications by exploring the service application components, understanding the service application model, and knowing how to plan the service application architecture in SharePoint Server 2013. You will also learn how to federate service applications across farms. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Support Service	Designing Advanced Solutions in SharePoint 2013 involves being able to plan for Business Intelligence operations and integration. In this course, you will obtain an understanding of what is new when it comes to planning for Business Intelligence. You will learn how the business connectivity service is supported and how plan and configure the Business Intelligence (BI) infrastructure. You'll also learn how to support the Secure Store application by generating a master key and creating and managing target applications. Lastly, you will understand how Business Intelligence is supported by planning and configuring items such as Performance Point, Reporting Services, Excel Services, and BI security. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Solutions	Understanding SharePoint solution architecture involves being able to plan, deploy, and maintain farm solutions as well as sandbox solutions. You can also use Apps to add functionality to SharePoint 2013 sites, and it is important to have the skills required to effectively manage those applications. In this course you'll explore the planning, deployment and management of solutions in SharePoint Server 2013. You'll also be able to explain the SharePoint App architecture, learn how to create an App Catalog, and how to use and manage SharePoint Apps. This course is one of a series in the Skillsoft learning path that covers the objectives for the Advanced Solutions of Microsoft SharePoint Server 2013 certification exam (70-332).
Microsoft Exchange Server 2013 - Advanced Solutions: Availability	Exchange Server 2013 offers some new enhancements when it comes to high availability, storage, and site resiliency. This course describes these enhancements. You will also learn how to plan, configure, and manage site-resilient database availability groups and networking including planning a cross-site DAG configuration, recommending quorum options given customer requirements, and implementing Datacenter Activation Coordination (DAC). This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Site-resilience Solutions	Exchange Server 2013 offers a variety of improvements and some new features for planning and implementing site resiliency solutions. In this course, you'll learn how to design, deploy, and manage a site-resilient Client Access Server (CAS) solution which includes planning namespaces and URLs, performing steps for a site rollover, and plan certificate requirements for site failovers. You will also learn to design, deploy, and manage site resilience for transport, which includes learning how to configure MX records for failover scenarios, send/receive connectors for site resilience, manage resubmission and reroute queues, as well as transport failover. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server 2013 (70-342) exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Advanced Security	It is important to protect your Exchange Server 2013 messaging infrastructure devices and end-points against unauthorized access to controlled or confidential information, and enterprise networks require an effective network access control embedded within the network infrastructure. In this course, you'll learn how to secure Exchange 2013 messaging and select an appropriate security strategy by evaluating a variety of security features such as role-based access control (RBAC), BitLocker, and smart cards. This course will also describe how to implement IRM with Active Directory Rights Management Services (AD RMS) as well as how to configure and interpret mailbox and administrative audit logging. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Compliance and Discovery	There are many new features in Exchange 2013 when it comes to compliance, archiving, and discovery. These features can help you implement compliance solutions and prevent data loss when it comes to managing e-mail and messaging policies. This course describes how to configure and manage an archiving solution and plan the storage for an archiving solution. You will learn how to design and configure data loss prevention (DLP) solutions by creating and applying retention policies. You will also be able to implement and administer Message Records Management (MRM) by configuring pre-built rules and custom policies and rules. After completing the course, you will also be able to design and configure eDiscovery, and you'll learn how to implement a compliance solution by configuring transport rules. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Migration and Federation	Federation with AD FS and Exchange Server enables the sharing of Exchange information, such as calendars and availability information, between organizations. In this course, you will learn about hybrid and federated Exchange deployment, managing federation and cross-forest trusts, and migrating legacy Exchange servers and clients to 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting	Exchange Server 2013 has a number of complex features which all interrelate, and so troubleshooting can be difficult when something goes wrong. In this course, you'll learn a methodical approach to troubleshooting issues with security, UM, site resilience, federation, and many other Exchange features. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging	Unified Messaging in Exchange Server is a highly desirable feature that enables integration between voice communication and e-mail for improved communication. In this course, you'll learn about all aspects of Unified Messaging in Exchange Server 2013, from deployment and configuration through migration and coexistence with older versions. This course is one of a series in the SkillSoft learning path that covers the objectives for the Advanced Solutions of Microsoft Exchange Server (70-342) 2013 exam.
Microsoft Lync Server 2013: Administration and Data Resiliency Overview	Microsoft Lync Server 2013 offers instant messaging, conferencing, and telephony solutions that can support enterprise-level collaboration requirements. Lync Server 2013 offers many features to enhance collaboration and communication in your organization. In this course, you will learn about the different administration features as well as some of the data resiliency.
Microsoft Lync Server 2013: Configuration and Maintenance	Microsoft Lync Server offers enterprise-level collaboration requirements. Lync Server 2013 offers many features to enhance collaboration and communication in your organization. In this course, you will learn how to deploy and configure Lync Server, as well as how to manage operations.
Java SE 8 Fundamentals: Introduction to Java	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course describes key features of Java and object-oriented programming, Java technology and the development environment, and the product life cycle. It covers defining a class, identifying class components, using a main method, and testing and executing a simple Java program, In addition, this course covers identifying the uses of variables and defining a variable's syntax, and how to work with mathematical operators, basic decision constructs and basic arrays. This course can be used to as part of preparation for the Oracle exam 1Z0-808, Java SE 8 Programmer I, to obtain the Oracle Associate level certification.
Java SE 8 Fundamentals: Classes and Objects	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers working with classes and objects including array objects, and introduces the NetBeans IDE. It also covers manipulating and formatting data in a Java program with classes such as String and StringBuilder and covers type casting and promotion. This course can be used to as part of preparation for the Oracle exam 1Z0-808, Java SE 8 Programmer, to obtain the Oracle Certified Associate level certification.
Java SE 8 Fundamentals: Methods, Encapsulation, and Conditionals	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers working with methods, including method overloading. It also covers how to apply access control levels to classes and methods, how to implement encapsulation of fields, and how to overload constructors. Additionally, it covers relational and conditional operators, how to configure complex if/else constructs and use switch statements. This course can be used as part of preparation for the Oracle exam 1Z0-808, Java SE 8 Programmer, to obtain the Oracle Certified Associate level certification.
Java SE 8 Fundamentals: Data Manipulation and Inheritance	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers how to use the NetBeans debugger. It covers working with dates, and processing the args array and two-dimensional arrays as well as using the ArrayList class. It also covers inheritance in Java classes, including superclasses, subclasses and abstract classes. This course can be used as part of the preparation for the Oracle exam 1Z0-808, Java SE 8 Programmer, to obtain the Oracle Certified Associate level certification.
Java SE 8 Fundamentals: Interfaces, Exceptions, and Deployment	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers how to use interfaces including the List interface and how to use Lambda expressions. Additionally, it covers exception handling and deployment of a Java application and how to enhance an application. This course can be used as part of the preparation for the Oracle exam. 1Z0-808. Java SE 8 Programmer, to obtain the Oracle Certified Associate level certification.
Java SE 8 Programming: Encapsulation, Polymorphism, and Abstraction	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course begins by reviewing Java syntax and Java classes. It goes on to cover encapsulation and polymorphism in detail. It covers static classes, immutable classes, and the singleton design pattern. It also covers abstract classes, nested classes, and working with enumerations. This course can be used as part of preparation for the Oracle Certified Professional, Java SE 8 Programmer II exam.

Course	Description
Java SE 8 Programming: Interfaces, Lambda Expressions, Collections, and Generics	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers working with interfaces and lambda expressions. In addition, it explores creating a customer generic class, using the diamond operator to create an object, creating a collection by using an old style syntax and generics, using enumerated types, as well as implementing an ArrayList, a Set, a HashMap, and a Stack using a Deque. It also covers working with collections using the stream application program interface or API. This course can be used to as part of preparation for the Oracle Certified Professional, Java SE 8 Programmer II exam.
Java SE 8 Programming: Inheritance, Interfaces, Exceptions, and Deployment	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers how to use Lambda built-in functional interfaces. It covers primitive and binary version of base interfaces, as well as the unary operator functional interface. It also covers Lambda operations with the Stream application program interface or API, using map and peek, as well as search and data related methods of the Stream API. It goes on to define the purpose of Java exceptions, and explains how to use the try and throw statements and the catch, multi-catch, and finally clauses. It covers auto closing resources with a try-with-resources statement, common exception classes and categories, creating custom exceptions, and testing invariants by using assertions. This course can be used to as part of preparation for the Oracle Certified Professional, Java SE 8 Programmer II exam.
Java SE 8 Programming: Date/Time API, I/O and File I/O (NIO.2), and Concurrency	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers how to work with date and time values using the java.time API. The basics of input and output in Java, reading data from and writing data to the console, using streams to read and write files, and reading and writing objects by using serialization are also covered. Additionally, the course covers File I/O (NIO.2). Finally, it covers implementing concurrency in Java applications, including how to examine operating system task scheduling, define, create, and manage threads, synchronize threads for accessing shared data, identify potential threading problems, and use the java.util.concurrent library. This course can be used to as part of preparation for the Oracle Certified Professional, Java SE 8 Programmer II exam.
Java Spring: Spring Application Basics	The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. The incorporated best practices and infrastructure support provided by the framework simplifies application buildup and breakdown, allowing developers to spend more time on business logic. In addition to the core framework, there are several active Spring Projects available to make developing specific types of applications, or implementing certain concerns in Java applications easier. In this course, you will learn the basics of the Spring Framework including setting up an environment for developing Spring applications, about Spring beans, about Spring xml configuration, and about dependency injection and autowiring using Spring.
Java Spring: Annotation Configuration and Java Configuration in Spring	The Spring Framework is an open source framework and an inversion of controller container for the Java platform. The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. This course covers the basics of creating and configuring Spring applications using both Java-based and annotation configurations. In this course, you will learn about alternate ways of creating and configuring Spring applications, namely, annotation-based configuration and Java-based configuration. You will also learn about declaring Spring beans using a component scanner and about Spring Expression Language.
Java Spring: Creating Web Applications Using Spring MVC	The Spring Framework is an open source framework and inversion of controller container for the Java platform. The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. This course covers creating web applications using the Spring Framework. In this course, you will learn about using Spring MVC to create functional web applications.
Java Spring: Working with Data in Spring	The Spring Framework is an open source framework and inversion of controller container for the Java platform. The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. This course covers using databases in a Spring application. In this course, you will learn the basics of database access from within a Spring application, including how to create, retrieve, update, and delete database records, as well as how to deal with database exceptions.
Java Spring: Aspect-Oriented Programming Using Spring AOP	The Spring Framework is an open source framework and inversion of controller container for the Java platform. The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. This course covers using aspect-oriented concepts in a Spring application. In this course, you will learn how to implement aspect-oriented programming, or AOP, in a Spring application by using Spring AOP.
Java Spring: Adding Security Using the Spring Security Project	The Spring Framework is an open source framework and inversion of controller container for the Java platform. The Spring Framework is one of the most popular application development frameworks for creating enterprise Java applications. This course covers the basics in adding security (authentication and authorization) to a Spring application. In this course, you will learn how to secure Spring applications using some of the various features of Spring Security.
Unix OS Fundamentals: An Introduction to Unix	Unix is one of the most widely used operating systems in the world. It has gained success in personal use markets, such as desktop PCs (with Unix-based operating systems like Linux and Mac OS X), and in smartphones with the Android operating system. Used by individuals, companies, and organizations for a variety of applications, commercial Unix systems include Oracle Solaris, IBM AIX, and HP-UX. This course is an overview that introduces the learner to the basics of Unix, including a brief history of Unix and the various brands of Unix and Linux; the various implementations of Unix, either in a network or single workstation environment; Unix's basic user interfaces, from command line to the X Window System; and some fundamental Unix commands, such as logging in or out of a Unix system and performing basic Unix file operations.
Unix OS Fundamentals: Managing Files and Directories	Unix has powerful file system features for working with files and directories. This course provides an introduction to the Unix file system, including file types and their functions, the creation and deletion of Unix files, wildcards and regular expression characters, searching Unix files using parameters, and managing Unix files and directories.
Unix OS Fundamentals: Security	One of the things that makes Unix so popular is its sophisticated security features. System administrators can exert precise controls over Unix systems, both locally (workstation) and remotely (network and Internet). This course demonstrates how Unix system security works, including file permissions and folder security, Unix kernel tuning, CRON security, the prevention of anonymous shutdown, and the Unix password system.
Unix OS Fundamentals: Network Administration	A standout feature of Unix is its sophisticated network administration. Administrators can exert precise controls over Unix systems, both locally (workstation) and remotely (network and Internet). This course is an overview of Unix network administration, including TCP/IP networking, implementing DHCP and DNS, using Unix with Apache server, and file sharing with Network File System, or NFS, and Samba.
Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design	Implementing a business intelligence solution is becoming a primary requirement in many companies, no matter the size. A BI solution provides a storage solution for data that's gathered for analysis and reporting on how to improve business performance. In this course, you will learn how to design and build a BI solution and what elements are involved. You will also learn how to design the data warehouse database for the project. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load	Once the business requirements are determined during the design stage of building a business intelligence solution, the data warehouse needs to be designed and then populated with the data required for analysis and reporting from the source systems. SQL Server 2014 provides an Extract, Transform, and Load (ETL) process to perform this task. This course will discuss and demonstrate how to build an ETL solution to gather the data required, transform it to conform to the destination, and the load it to the data warehouse. You will also learn how to deploy and manage the ETL packages. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: Data Models	SQL Server Analysis Services enable the storage and analysis of data using data models that employ the Business Intelligence Semantic Model, BISM framework. Using a data model allows value to be added to the data being presented to the business users by using key performance indicators and aggregating the appropriate data. In this course, you will explore how to design multidimensional and tabular data models and how to create the different elements to make meaningful data for the business user reports. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services	The primary goal of a Business Intelligence solution is the delivery of meaningful data to the business users to make informed decisions required the business. During the planning of the BI solution, you need to include the design and creation of the Reporting Services to create and deliver the reports. In this course, you will explore how to design and create a reporting services solution to create reports for delivery. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration	The primary goal of a Business Intelligence solution is the delivery of meaningful data to the business users to make informed decisions required for the business. SharePoint and Reporting Services can provide a collaboration and report delivery system for the business users. SharePoint provides Excel services along with PowerPivot and Power View to create meaningful reports which can be delivered through various means. In this course, you will learn how to integrate SharePoint with Reporting Services, including PowerPivot and Power View. You will also explore the various methods for processing and delivering reports to business users. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance	Multidimensional expression, MDX, is an industry standard query language used to retrieve data as well as perform data definition and data manipulation operations for Analysis Services. MDX can be used in various tools to create ad hoc or reusable scripts to work with Analysis Services cubes. An important part of ensuring a BI solution is operating efficiently is monitoring the performance of the different SQL Server instances being used, including SQL Server Analysis Services, the data warehouse, and Reporting Services. In this course, you will learn how to create MDX calculations to obtain the desired result set. You will also learn how to monitor the performance of the SQL Server instances to get optimal performance. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014 - Designing BI Solutions: Availability and Recovery	In an enterprise, security, high availability, and recovery are all very important to ensure the operation of the company. BI administrators need to create strategies and implement them to ensure users can access the data they require, when they require it. In this course, you will explore how to design and implement these strategies in a BI Infrastructure. This course is one of a series in the Skillsoft learning path that helps individuals prepare for the Designing Business Intelligence Solutions with Microsoft SQL Server exam (70-467).
Microsoft SQL Server 2014: Design and Install Analysis Services and Tools	Using SQL Server Analysis Services (SSAS), you can build multidimensional and tabular models. These models can be used to analyze large amounts of data for business intelligence (BI) applications. This course will discuss the multidimensional and data mining model, tabular model, and BI with SharePoint, including PowerPivot. It will also demonstrate how to install SSAS and SQL Server Data Tools â€" Business Intelligence. This course is one in a series of SkillSoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources	SQL Server Analysis Services (SSAS) multidimensional models contain objects called cubes, dimensions, and measures, which determine the data and how it is aggregated for the users to analyze. A good understanding of the multidimensional model architecture is required in order to design and implement these objects properly. Data sources are required by the models to connect to and gain access to the data required for the model. This course will discuss the logical and cube architecture and how to create data sources. It will also discuss how to design the multimensional objects. This course is one in a series of Skillsoft courses to help leaners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server: Implement and Configure Cubes	A cube in a SQL Server Analysis Services or SSAS multidimensional model contains the information required to perform the analysis on the data. Cubes consist of dimensions which provide the data and measures which provide aggregated numerical values. This course demonstrates how to create cubes, measures, and measure groups along with other elements including perspectives, hierarchies, and relationships. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Design and Implement Dimensions	SQL Server Analysis Services or SSAS multidimensional models contain objects called Dimensions, which is a collection of related objects used to provide the fact data to one or more cubes. The data provided to the cube is used by users to analyze the fact data. Dimensions are required in a multidimensional model to provide the basic information, attributes, and hierarchies. This course will demonstrate how to create dimensions, including how to configure relationships, hierarchies, and attributes. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server: Implement Partitions and Custom Logic	In SQL Server Analysis Services or SSAS, multidimensional model partitions are used to provide the physical storage for the fact data that is in a measure group. Custom logic can also be implemented into a model to provide for more granular aggregation on the data and better results for the user. This course will demonstrate how to create partitions, including local and remote partitions, and how to implement custom logic into a multidimensional model using calculated members, time intelligence, and named sets. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: MDX Queries, Process Models, and Deploy Databases	Once data is provided to the multidimensional model through dimensions, cubes, and measures, users can query the data using Multidimensional Expressions or MDX. Once the multidimension models are created, they need to be processed and the databases deployed for users to access them. This course will discuss and show how to create MDX queries as well as how to process models and deploy SQL Server Analysis Services or SSAS databases. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Manage, Maintain, and Troubleshoot SSAS	After the SQL Server Analysis Services or SSAS multidimensional models and the SSAS databases have been processed and deployed, it is important to ensure they remain up and running. Administrators need to run backups and administer the Analysis Services server to ensure it runs smoothly. This course will demonstrate how to process data models and deploy and administer the SSAS databases. It will also discuss and show how to performance tune, troubleshoot, and manage the SSAS server. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Create and Manage Tabular Data Models	SQL Server Analysis Services or SSAS supports tabular modeling, which is a columnar database used to store data for analysis. Access to the data in a tabular model provides fast performance. It is easy for users to access and use because Data Analysis Expressions or DAX queries are used to gain access to the data, which is similar to Excel calculations in a spreadsheet. This course will discuss and show how to implement tabular models in SSAS, including how to create and manage the tables, create calculations to access the data stored, and how to manage the database. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Design Reports and Create Data Sources and Datasets	SQL Server Reporting Services or SSRS enables developers to create robust reports, which can be accessed from a variety of sources. To create reports, SQL Server Reporting Services needs to be installed in either Native mode or SharePoint mode. The topology that is chosen depends on if you need to integrate the reports with SharePoint. The first step in creating reports is deciding what data is required and from where and which tool you will use to create the reports. This course will discuss the Reporting Services topologies and how to install and configure them. It will then discuss and show how to create the data sources and datasets to connect to and retrieve the data for the report. This course is one in a series of Skillsoft courses to help prepare learners for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.

Course	Description
Microsoft SQL Server 2014: Report Formatting and Interactivity	SQL Server provides two tools — SQL Server Data Tools Report Designer and Report Builder — to create robust reports in Reporting Services. Using either of these tools, developers or administrators can create different types of reports and format them accordingly using different options. This course will demonstrate how to create different types of reports, including tablix and matrix. It will also demonstrate how to add different options to the reports, including images, charts, column and heading formatting, and how to add interactivity. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Manage Reporting Services	An important administration task for SQL Server Reporting Services is to ensure that users can only access reports and parts of the reports that they require. Security for Reporting Services can be implemented at various levels, from the server down to specific items in a report. Administrators also have to manage the Report Server for performance and availability. This course will demonstrate how to configure security for reports and manage the Report Server, including backing up and restoring, troubleshooting, and performance tuning. This course is one in a series of Skillsoft courses to help prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Microsoft SQL Server 2014: Process Report and Create Subscriptions and Schedules	An important administration task for SQL Server Reporting Services is to ensure users can only access reports and parts of the reports they require. Once users have access to the reports subscriptions can be created to ensure the reports being accessed have up-to-date data, as well as the creation of schedules to process the reports at specific intervals. This course will demonstrate how to process and view reports and how to create different subscriptions and schedules. This course is one in a series of Skillsoft courses to help learners prepare for the 70-466 Implementing Data Models and Reports with Microsoft SQL Server certification exam.
Mentoring 70-487 Developing Microsoft Azure and Web Services	
Mentoring 98-367 MTA Security	
Mentoring MB0-001 CompTIA Mobility+	
Mentoring SK0-004 CompTIA Server+	
Office 365 Services: Managing Clients and End-User Devices	Microsoft Office 365 provides users with a range of popular Microsoft Office applications and related services. In this course, you'll learn how to manage both user-driven and IT deployments of Office 365, how to set up telemetry and reporting, and how to plan and set up Office 365 clients.
Office 365 Services: SharePoint Online Site Collections	In Microsoft Office 365, SharePoint Online provides users with a range of content management and collaboration services. In this course, you'll learn how to configure SharePoint Online services, create and configure SharePoint Online site collections, and plan and set up collaboration solutions using SharePoint Online.
Office 365 Services: Planning for Exchange Online and Lync Online	In Microsoft Office 365, Exchange Online and Lync Online provide users with mail and messaging services. In this course, you'll learn how to plan and set up Exchange Online and Lync Online services to meet end users' specific needs.
Office 365 Services: Configuring Exchange Online and Lync Online	In Microsoft Office 365, Exchange Online and Lync Online provide users with mail and messaging services. In this course, you'll learn how to configure Exchange Online and Lync Online services, including how to configure users' e-mail addresses, external contacts, resources and groups, personal archive policies, and Lync communication settings.
The Microsoft OneNote 2013 Interface	Microsoft OneNote 2013 is note-taking software you can use to create, organize, search, and share notes, for personal and business purposes. This course introduces the OneNote 2013 interface, explaining its key features and what they enable you to do, as well as ways to customize the interface. This course is one of a series in the Skillsoft learning path that covers OneNote 2013.
Getting Started with Microsoft OneNote 2013	Microsoft OneNote 2013 is note-taking software you can use to create, organize, search, and share notes, for personal and business purposes. This course describes how to create a notebook, how to add pages and sections to it, and how to search, tag, and save notebook content. It also describes how to add notebook content, including text, pictures, links, screen clips, drawings, attachments, printouts of files, and audio and video recordings. This course is one of a series in the SkillSoft learning path that covers OneNote 2013.
Working With and Sharing Content in Microsoft OneNote 2013	Microsoft OneNote 2013 is note-taking software you can use to create, organize, search, and share notes, for personal and business purposes. This course covers ways of working with content in OneNote 2013, including using templates and tables, performing calculations, checking spelling, and conducting research. It also covers ways to share and collaborate on notebooks. This course is one of a series in the SkillSoft learning path that covers OneNote 2013.
OneNote 2013 Integration with Other Microsoft Applications	Microsoft OneNote 2013 is note-taking software you can use to create, organize, search, and share notes for personal and business purposes. This course covers ways that you can use Microsoft OneNote 2013 with other Microsoft applications, including Microsoft Outlook, Excel, Word, and PowerPoint. It also covers the touchscreen capabilities of OneNote 2013 and the features of the mobile version of OneNote 2013. This course is one of a series in the SkillSoft learning path that covers OneNote 2013.
Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies	Before Windows devices and applications can start to be deployed throughout the network environment an assessment should be completed and then a deployment strategy identified. Administrators can use the Microsoft Assessment and Planning Toolkit, MAP, to assess the hardware and infrastructure readiness for Windows 8.1 and applications. This will help to determine if there are any issues that need to be addressed before the deployment. Administrators can then determine the best deployment strategy based on the organization requirements. This course will discuss and demonstrator how to access the network environment using MAP and SCCM. It will also discuss the different Deployment Phases and strategies. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
TestPrep 70-695 Deploying Windows Devices and Enterprise Apps	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility	Before applications can be deployed on Windows devices, the currently installed ones along with the network need to be assessed for any issues. Mitigation solution also needs to be identified to ensure applications function correctly once deployed. A strategy for how to migrate user state migration also needs to be identified to ensure users do not lose any data. This course will demonstrate how to assess application compatibility issues and identify mitigation solutions. It will also cover user state migration strategies and how to implement them using USMT. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE	To deploy Windows devices and applications images can be created. These images contain the operating system, applications and custom configurations and then deployed to specific devices using various deployment tools. The deployment can be automated using answer files. This course discusses and shows how to create and manage images using DISM and WDS, as well as how PXE and multicast OS deployments work. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI	Microsoft provides many different deployment strategies for deploying Windows devices and applications. The Microsoft Deployment Toolkit provides faster deployment times using standardized desktop and server images to client machines within a network. MDT provides task sequences to capture, build, and deploy images throughout a network by performing lite-touch installations. LTI provides consistent settings across network computers, easier deployment by handling driver, application, and update installations, and streamlines maintenance tasks. This course demonstrates how to plan for and use MDT to perform LTI to deploy Windows 8.1 to client machines in a network. It also discusses other types of deployment strategies and how to integrate MDT with WDS for further customization of deployments. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: ZTI and SCCM	Microsoft offers different deployment tools to deploy Windows devices and applications across a network infrastructure. This includes using the Microsoft Deployment Toolkit in conjunction with System Center Configuration Manager to perform Zero-Touch Installations. Zero-Touch Installations enable deployment administrators to deploy Windows 8.1 over a network with no interaction once the task sequences are created that contain all the information required for the installation. This includes different packages that contain all the software required, including drivers, applications, user state, and operating system files. The course demonstrates performing ZTI using MDT and System Center Configuration Manager. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation	Microsoft Windows 8.1 and Office applications need to be activated before they can be used by users within a network. Organizations are required to purchase volume licenses which can be deployed to devices automatically using various methods, including Key Management Service, Multiple Activation Keys, and Active Directory-based activation. Office 2013 and Office 365 are to applications that are commonly used throughout organizations. These can also have their deployments automated to make deployment to hundreds of computers an easier administrative task. This course will describe the various volume activation methods and how they are each used. It will also discuss and demonstrate how to deploy Office 2013 using MSI and deploy Office 365 using C2R. This course is one in a series of Skillsoft courses to help prepare for the 70-695 Deploying Windows Devices and Enterprise Apps certification exam.
Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices	Network managers face many challenges in managing internal and external systems. System Center 2012 R2 Configuration Manager and Windows Intune make managing large networks much simpler. In this course, you'll learn about the features of Windows Intune and System Center 2012 R2 Configuration Manager. You'll also learn about the architecture, and how to monitor System Center 2012 R2 Configuration Manager and run queries against the database. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM	Assigning clients to System Center 2012 Configuration Manager sites can be simplified hugely by using boundaries. System Center 2012 Configuration Manager can also be configured to automatically discover resources to manage. In this course, you'll learn about the configuration required to automate these time-consuming tasks. You'll also learn about the configuration of the Exchange connector for managing ActiveSync clients, and configuring role-based administration. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Client Management	The System Center 2012 R2 Configuration Manager client is the main method for collecting data from PC clients. It has a number of deployment options and much of the configuration can be automated. In this course, you'll learn about client deployment and configuration, and the automation of that configuration. You'll also learn about content deployment and configuring System Center 2012 R2 Configuration Manager to manage large scale content distribution throughout the enterprise network. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets	A detailed hardware and software inventory is vital for infrastructure management. And yet, it can be one of the most challenging tasks to perform accurately and with a degree of confidence. System Center 2012 R2 Configuration Manager simplifies hardware and software inventory by automating collection from the client and from agentless devices. In this course, you'll learn about the process and configuration of hardware and software inventory collection with System Center 2012 R2 Configuration Manager. You'll also explore configuring software metering and asset intelligence. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft PowerShell for Windows: Getting Started with PowerShell	Windows PowerShell is a powerful task automation and configuration management framework, as well as being an administrator-friendly entry point to the .NET Framework. In this course, you will learn about the PowerShell environment and PowerShell Integrated Scripting Environment. You'll also learn how to get help, when needed, through the extensible help system built into Windows PowerShell.
Microsoft PowerShell for Windows: Aliases, Providers, and Objects	Every time you work in PowerShell in any one of its guises as a host application or ISE, you are working in the context of a provider. Aliases in Windows PowerShell are a kind of shorthand for a cmdlet. This course covers aliases and providers. And continues to cover the pipeline and working with objects and rounds off with formatting output.
Microsoft PowerShell for Windows: Remoting and Modules	The ability to remotely run commands on a group of remote system is one of the key advantages of Windows PowerShell. Extensibility through modules and snap-ins is another key advantage. This course covers one-to-one and one-to-many remoting, snap-ins, and modules.
First Encounters with Windows 10	Windows 10 integrates the modern Windows 8 app interface and the classic Windows Start Menu into one keyboard, mouse, and touch-friendly interface. In this course, you'll learn about new features of the Windows 10 interface, including the Start Menu and Virtual Desktops, and improvements made to existing tools, such as the Command Prompt and File Explorer.
Oracle Database 12c - Backup and Recovery: Configuring for Recoverability	Oracle Database 12c offers different features to enable a full recovery of the database in case of a failure. Depending on the Oracle system that is running, different solutions can be used. This course discusses the backup and recovery solutions available in Oracle Database 12c as well as the Oracle Database Server architecture. It will also explain and demonstrate how to configure Recovery Manager, RMAN, and how to create a recovery catalog for managing database backup, restore, and recovery processes. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063, Oracle Database 12c: Advanced Administration.
Oracle Database 12c - Backup and Recovery: Performing and Managing Backups	Oracle Database 12c allows backups to be performed and managed using Recovery Manager, RMAN. Multiple different backup strategies can be used that are a combination of different types of backups, including incremental, full, block media recovery, and encrypted backups. This course will discuss and demonstrate how to identify backup requirements and strategies as well as how to perform and manage backups. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063, Oracle Database 12c: Advanced Administration.
Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts	Numerous issues, such as media failures, user errors, and application errors, can cause an Oracle 12c database to become partially or fully inoperable. Because of this, data protection is the main purpose of a backup and recovery strategy. Oracle Database 12c offers RMAN data repair techniques that can be incorporated into backup and recovery strategies to respond to data loss. One of these is the Data Recovery Advisor, which can diagnose, advise, and repair some failures automatically. RMAN also offers block media recovery, point-in-time recovery as well as complete and incomplete recovery. This course will discuss how Data Recovery Advisor is used, how block corruption is handled, and the concepts regarding how various restores and recoveries are performed. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063, Oracle Database 12c: Advanced Administration.
Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup	When a failure occurs within an Oracle 12c database, a restore or recovery operation needs to take place. Using RMAN restore operations database, you can restore tablespaces, control files, redo log, and the server parameter file if they are corrupted or lost within the database. This course will discuss and show how to perform the different types of restore operations, including when the database is in ARCHIVELOG or NOARCHIVELOG mode. It will also show how to recover from the loss of control files and password files, redo log files, as well as how to restore a database to a new host and perform disaster recovery. This course will also describe what Oracle Secure Backup is and how it can be integrated with RMAN to perform backups and restores. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063, Oracle Database 12c: Advanced Administration.
Oracle Database 12c - Backup and Recovery: Using Flashback Technologies	Oracle Database 12c provides the Flashback technologies to enable databases, tables, and transactions to be flashed back. This allows users to view data from the past and apply that data to the database, if necessary. Oracle offers Flashback Database, Flashback Table, Flashback Query, and Flashback Transaction Query. Flashback Drop can be used to reinstate a dropped table from the recycle bin. This course describes and shows how to use these Flashback technologies. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063, Oracle Database 12c: Advanced Administration.

Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR	Using Data Transport, a feature in Oracle Database 12c, tablespace can be transported to other databases on the same or different platforms. It also enables the transportation of full databases. Another feature of Oracle Database 12c is Point-in-Time Recovery. This enables the recovery of one or more objects, for example tablespaces, to an earlier time without affecting other objects within the database. Point-in-Time Recovery can be performed at three levels: Tablespace, Table, and Database. This course will discuss and demonstrate how to perform data transportation and Point-in-Time Recovery. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063. Oracle Database 12c: Advanced Administration.
Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN	Oracle Database 12c allows for the duplication of a database. This can be useful for numerous reasons, including for implementing a testing environment or for doing recovery operations. To duplicate a database there are various steps you need to complete to first prepare the environment when the database will be duplicated to and then the RMAN DUPLICATE command can be used. As with any tool or feature that using resources RMAN can have performance issues. These issues need to be identified and then corrected based on performance issues that was detected. Oracle Database 12c provides tools and features to do this task. This course will discuss and show how to duplicate a database as well as how to troubleshoot and tune RMAN. This course is one of a series in the Skillsoft learning path that helps prepare the learner for the Backup and Recovery portion of the Oracle exam 1Z0-063. Oracle Database 12c: Advanced Administration.
TestPrep 1Z0-047 Oracle Database SQL Expert	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Six Sigma and Lean Foundations and Principles	Six Sigma is used by practitioners for improvement projects in their organizations where both the DMAIC methodology and tools that reduce variation and product defects are applied. Lean is a continuous improvement initiative that aims to reduce waste and increase performance by streamlining processes. Lean tools are specifically useful for the Improve and Control stages of the Six Sigma DMAIC methodology. This course examines the complementary nature of Lean and Six Sigma. In this course, you'll learn about Six Sigma and its methodology, and then explore Lean and some key tools and how they integrate with Six Sigma. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Six Sigma Team Basics, Roles, and Responsibilities	Six Sigma needs both effective leadership and teamwork to deliver promised results to an organization. It is important to understand the value that teamwork brings to a Six Sigma project and how team members can individually support the success of their projects. In this course, you will learn about Six Sigma team roles and responsibilities and aspects of communication, as well as tools used for effective communication and decision-making. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Six Sigma Quality Tools	Before a Six Sigma team can begin to improve an organization's processes, it must measure key performance indicators. By doing so, the team will be able to understand baseline performance and uncover problem areas. Key performance indicators are also useful in assessing the impact of changes and improvements on performance. Quality tools such as charts and diagrams enable the collection and visual presentation of information. In this course, you will learn how to create and use charts and diagrams that are commonly used by Six Sigma practitioners. The course covers Pareto charts, flowcharts, run charts, and cause and effect diagrams, check sheets, scatter diagrams, and histograms. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Six Sigma Metrics	For a Six Sigma team to start an improvement project, it must measure key performance indicators through various metrics. These performance metrics can be applied to any industry or process and provide a wealth of information regarding the current state of the process and identify areas for improvement. The key performance metrics are also a useful tool in analyzing whether changes and improvements made to a process are, in fact, adding the desired performance and leading to a better customer experience. In this course, you will learn how to calculate and use the most common performance metrics used in Six Sigma including the defects per unit, defects per million opportunities, the first time yield and rolled through yield, the cost of low quality, and the cycle and takt times. The course will also examine the importance of measuring variation, or sigma, in relation to some of these key metrics and the benefits that lie within achieving a six sigma level. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Identifying Six Sigma Projects	For a successful implementation of a Six Sigma improvement initiative the customer's preferences and business requirements must be captured. The Voice of the Customer is important for a project that aims to increase value and quality to the customers. The Voice of the Business is important when the project aims to improve internal efficiencies and productivity. The project selection process helps determine which projects are feasible and which provide the greatest benefit to the customer and the organization. It is important to identify who the project stakeholders are and what their interest in the project is in order to meet their expectations. In this course, you will learn how to capture information from the Voice of the Customer and the Voice of the Business and use a project selection process to decide which projects to pursue and what methodology to use. The course examines how to identify project stakeholders and the inputs and outputs of a process. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Six Sigma Project Management Basics	Effective project management basics are critical for a successful Six Sigma improvement initiative. This course examines several tools that are used for planning during the Define phase of a project, such as the project charter, communication plan, work breakdown structure, and Gantt chart. You will also learn how to use several tools for monitoring, reviewing, and managing the project, including activity network diagrams, affinity diagrams, matrix charts, relations charts, tree diagrams and tollgate reviews. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Basic Statistics for Six Sigma	During the Measure stage of a project using the DMAIC methodology, performance-related data is summarized in a meaningful way using various statistical measures. This course provides a look at basic statistical tools used for measuring performance. It describes descriptive and inferential statistics as well as the concepts of central tendency and dispersion of data. The course describes the process of determining and interpreting central tendency measures such as mean, median, and mode. It also describes how to calculate and interpret dispersion metrics such as standard deviation, range, and variance and how these can be used with central tendency measures to make valid conclusions about a process. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Data Types and Data Collection in Six Sigma	During the Measure stage of the DMAIC methodology, a Six Sigma project team uses tools and techniques to measure process performance and gather data. These metrics are used to better understand the process, identify issues, and create performance benchmarks. This course introduces basic types of data, such as qualitative and quantitative data, as well as measurement scales. You will learn the elements of a data collection plan and how to use data collection tools, such as surveys and checklists. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Introduction to R Programming	R is a programming language used to carry out statistical analysis on datasets. This course covers the basics to get started with programming in R. This course demonstrates R using basic statistic functions, data handling, and visual representation through charts, graphs, and plots.
Introduction to Algorithms and Data Structures	This course introduces the basics of algorithms and data structures with examples in C++. This course focuses on what the working programmer should know about algorithms and data structures without getting bogged down in mathematical formalism.
ANSI C Language Fundamentals	C is a general purpose language with standards specified by the American National Standards Institute (ANSI). This course covers the fundamentals of C including working with data types, variables, and operators. It also demonstrates how to implement program flow using conditional statements and branching.
Iterations, Functions and Pointers in ANSI C	C is a general purpose language with standards specified by the American National Standards Institute (ANSI). This course covers how to implement iterative programming with loops, and also how to work with built-in and user-defined functions and pointers.
Data Structures and File Management in ANSI C	C is a general purpose language with standards specified by the American National Standards Institute (ANSI). This course covers data structures such as arrays, strings, structures, and unions. It also covers file management using C.
Optimizing and Debugging ANSI C Programs	C is a general purpose language with standards specified by the American National Standards Institute (ANSI). This course demonstrates how to work with various built-in functions and use format specifiers. It covers storage classes, volatile variables, data modifiers and dynamic memory allocation (DMA). It also covers how to use the C preprocessor to optimize C programs.
Fundamentals of Apache Web Services	A Web service is a communication method between two devices over a network. Apache CXF is an open-source Web services framework. CXF helps build services using frontend APIs. These services use a variety of protocols such as SOAP, XML/HTTP, and RESTful HTTP. This course will cover an overview of the Apache CXF framework, using Apache Tomcat, and how to unit test RESTful services.
Apache Web Services Advanced	Apache CXF is an open source services framework. CXF helps develop services using front end programming APIs. These services use a variety of protocols such as SOAP, XML/HTTP and RESTful HTTP. This course will cover Web services security, developing custom interceptors, and using XSLT within CXF.
Web API Essentials	The application programming interface for both the web server and web browser is referred to as Web API. There are a lot of different technologies and practices that fall into this category. In this course, you will learn about RESTful Services, OData, and a variety of the tools that can be used to assist developers.
Web API Advanced	Web API is the application programming interface for both the web server (server side) and web browser (client side). There are a lot of different technologies and practices that fall into this category. In this course, you will learn about request binding, request validation, API security, and hosting.
Architecture N-Tier/REST: Designing and Building Applications	N-Tier and REST are both architectures used for developing applications. By using the N-tier architecture, model developers can create applications that are flexible and reusable. In this course you will explore how the N-tier architecture provides a means to separate an application into tiers to allow the developer to add or modify a specific layer instead of recreating the entire application. You will also learn about the Representational state transfer, or REST, architecture and how it utilizes HTTP requests to post, read, and delete data, and perform CRUD operations. Finally, you will learn how to design and build applications based on both the N-tier and REST architectures.
Introduction to CQRS	Command and Query Responsibility Segregation, or CQRS, was developed by Bertrand Meyer as a way to ensure that methods working with data only perform one of two tasks. Either a method retrieves information or it modifies it somehow, not both. In this course, you will explore domain and model driven design, learn what N-Tier architecture is, and identify the parts of CRUD and their purpose. You will also explore the use of CQRS as a design pattern, including comparing it with other methodologies as well as applying it in a C# solution.
Introduction to Debugging	In software development, debugging is a necessary part of the development process. It's difficult for developers to admit that their code is buggy, but the best software developers recognize that there's no such thing as perfect code. And while debugging is time-consuming and expensive, it must be included in the development cycle, just like any other component necessary to delivering a working piece of software. This course introduces the learner to basic concepts of software debugging, debugging tools, and debugging best practices.
Visual Studio 2013 Debugging	Visual Studio 2013 is a powerful development environment, and a large part of that power comes from its debugging capabilities. Software debugging is a fact of life, but Visual Studio and its various tools make the process a bit easier. In this course, you'll learn about software debugging in Visual Studio 2013, beginning with an introduction to Visual Studio, a discussion on its debugging capabilities, and various methods for debugging with Visual Studio. You will also learn about debugging environments of Visual Studio 2013, as well as how to generate and work with dumps.
Debugging Tools	Debugging is a necessary part of the development process, but there are numerous tools available to the developer. In this course, you'll explore various debugging tools, including Performance Monitor, PerfView, and DebugDiag. You'll also learn about Visual Studio Online, as well as some debugging tips.
Software Debugging in Windows	Microsoft Windows is a powerful graphical user interface, and most software developers will develop Windows applications at some point. Software development means debugging, and this course will cover software debugging in Windows, including Windows debugging tools, Windows memory manager issues, and resource issues. You will also learn about Windows 8 debugging tools and improving code quality.
Defensive Coding Fundamentals for C#	Defensive Programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs/actions. In this course you will explore the fundamentals of defensive programming including inspections, testing, input validation, error handling, planning, methods, variables, assertions, and iterative design.
Defensive Coding for C#	Defensive Programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs/actions. In this course you will explore common risks to C#, how to counter common risks, the best way to deal with user input, and finally how to secure WCF applications.
Microsoft Enterprise Library	Microsoft Enterprise Library is a collection of software components, or application blocks, aimed at aiding with common tasks in enterprise software development. These application blocks are provided in source code form, to be adapted and extended as needed. In this course, you'll learn about installation of the six application blocks, particularly the Data Access Application Block (DAB) and the Exception Handling Application Block (EHB).
Getting Started With Entity Framework	This course introduces Entity Framework and its modeling concepts and approaches, and demonstrates how to use it to read data from and write data to a database.
Advanced Entity Framework	This course explains and demonstrates how to integrate Entity Framework in a web project, how to improve and tune performance in various scenarios, how to configure Entity Framework, and how to work with other database types.
Beginner Git	Git has become the most popular open source version control system for software developers. Despite a historic reputation for difficulty of use and compatibility issues, recent years have seen many improvements, and most of these problems have been solved. In this course, you will learn the importance of version control, how it is used by software developer, and how to use Git effectively for this task.
Advanced Git	Git has become the most dominant version control system for the open source community. Being able to leverage the power of Git makes software developers a more valuable resource. In this course, you will learn about the different hosting options and the more advanced Git commands. You'll learn how to manage repositories as well as the three levels of the reset command and how they should each be used.
NHibernate Essentials	NHibernate is an open-source object relational mapper for the Microsoft .NET platform. It makes it easy to retrieve data from relational databases and store them in objects. In this course, you'll be introduced to NHibernate, find out how to set up a project to use NHibernate, and use NHibernate to create various types of mappings to retrieve data from a relational database.
NHibernate Advanced Techniques	NHibernate is an open-source object relational mapper for the Microsoft .NET platform. It's fairly easy to get up and running with NHibernate, but using it optimally in a large project requires more advanced techniques. In this course, you'll find out about different approaches you can use with NHibernate, as well as how to perform tasks such as logging activity, caching data, instantiating sessions with an IoC container, and unit testing.
Introduction to SOLID	There are a number of concepts and methodologies that encompass what is known as object-oriented design. In this course, you'll explore object-oriented design concepts such as Agile, the Single Responsibility Principle, the Open-Closed Principle, and the Liskov Substitution Principle, which help to form the design method methodology known as SOLID.

Course	Description
SOLID Fundamentals	There are a number of concepts and methodologies that encompass what is known as object-oriented design. In this course, you'll explore object-oriented design concepts such as Interface Segregation, Dependency Inversion, and Dependency Injection, which help form the design methodology known as SOLID. You'll also explore how to implement all the parts of SOLID in an application.
Beginning Object-Oriented Design	There are a number of concepts and methodologies that encompass what is known as object-oriented design. In this course, you'll explore object-oriented design concepts such as Single responsibility, Open/Closed, Liskov substitution, Interface segregation and Dependency inversion (SOLID), Unified Modeling Language (UML), class responsibility collaboration (CRC) cards, and General Responsibility Assignment Software Patterns (GRASP).
Advanced Scrum: Developing the Product and Sprint Backlogs	Successful Scrum implementation begins with effective backlog development. In this course, you'll learn about key activities required when developing the product and sprint backlogs, including release planning best practices and conducting the sprint planning meeting. You'll also learn about best practices for handling common challenges when developing the product and sprint backlogs.
Advanced Scrum: Addressing Sprint Execution Challenges	Executing a Scrum sprint can pose unique challenges, but there are ways to mitigate your risk. This course provides an overview of techniques for overcoming challenges you might face when executing sprint, including how to manage issues with daily standups, sprint reviews, and sprint retrospectives. This course also provides techniques for handling technical debt challenges and distributed scrum.
SOA Fundamentals	There are a number of concepts that encompass what is known as the Service-Oriented Architecture, or SOA. In this course, you'll explore the SOA concepts, such as XML, SOA architecture, services, layers, and the key technologies involved in SOA. You'll also explore Windows Communication Foundation, or WCF, as an example of SOA.
Software Practices (SCRUM): SCRUM Roles	Scrum is Agile development methodology, and so follows the Agile Manifesto. The Agile Manifesto sets out standards for software design practices that focus on completing and shipping code without some of the overhead and complication associated with traditional software development. In this course, you'll learn about the guiding principles of Scrum, an overview of the process, the makeup of a Scrum team, Scrum artifacts, and the INVEST guidelines.
Software Practices (SCRUM): SCRUM Meetings	A large part of the Scrum process revolves around the Scrum meetings. SCRUM meetings are highly structured and time efficient, and are part of the fantastic success of SCRUM methodologies. Another large piece of the Scrum process is managing user stories. User stories are short descriptions in non-technical language of how a system is expected to behave, and are one of the key and unique features of SCRUM development. This course covers the Scrum meeting and user stories in depth. It also covers key concepts, such as velocity and technical debt.
Creating Software Tests	Software testing is critical to the development of quality software applications. In this course, you'll learn about software testing methodologies and the steps involved in creating software tests. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Technology Associate (MTA) exam 98-379, Software Testing Fundamentals.
Managing, Troubleshooting, and Automating Software Tests	Software testing is critical to the development of quality software applications. In this course, you'll learn about the steps involved in managing, troubleshooting, and automating software tests. This course is one of a series in the SkillSoft learning path that covers the objectives for Microsoft Technology Associate (MTA) exam 98-379, Software Testing Fundamentals.
Swift Language Basics	Swift is a new programming language for building OS X and iOS applications. It is based on Objective-C, but uses features from a range of different languages. In this course, you'll learn how to use the features of the Swift language. You'll also learn how to use types and operators, implement program flow, work with functions, and define and work with enumerations, structures, and classes.
Using Swift Advanced Language Features	Swift is a new programming language for building OS X and iOS applications. It is based on Objective-C, but it uses features from a range of different languages. In this course, you'll learn how to work with more advanced features of the Swift language. You'll learn how to define properties and methods with enumerations, structures and classes, and use type checking and casting. The course will also cover extensions, protocols and generics, and you'll learn how to implement access control, memory management and use imported frameworks.
UX Design Foundations: Design Principles and Strategies	A positive and effective user experience is crucial to the success of an application. This course addresses the importance of identifying your users, using consistent and simple design patterns, implementing effective navigation and layout, incorporating media elements, using advertisements, and implementing user interface design strategies and tools such as Lean UX and wireframing. In this course, you'll learn principles such as Hick's Law, Pareto Principle, and Gestalt Principles in the context of UX design. In addition to design and behavior patterns, you'll learn how to use color and typography to optimize user experience. Finally you'll explore design approaches and frameworks such as agile and responsive design.
UX Design Foundations: Techniques and Tools	A positive and effective user experience is crucial to the success of an application. In this course, you'll learn about implementation of research, design, prototyping, and testing strategies and tools. The course will cover tools such as user journeys, customer experience maps and persona profiles. You'll also learn about the role of an information architecture designer and how to prototype with sketches and wireframes. Finally, you will explore heuristic evaluation, user, and accessibility testing as part of a UX design solution.
UX Design Foundations: Navigation, Layout, and Content	A positive and effective user experience is crucial to the success of an application. In this course, you'll learn about implementing effective navigation and layout, incorporating media elements, and using advertisements effectively for optimum user experience. You'll also explore different navigation models and solutions, as well as effective home page, category page, product page and shopping cart design. You'll also learn about the design of effective form solutions.
Windows Embedded 8.1 Industry	Windows Embedded 8.1 Industry combines the innovation, familiarity, and power of Windows 8.1 with specific features for enabling device applications on embedded systems. In this course, you will learn about the functionality of branding and lockdown capabilities. You will also explore the Management Console, and how to create and mount an image.
WPF Fundamentals with XAML and C#	Microsoft's Windows Presentation Foundation (WPF) is a framework within .NET for building next-generation standalone and browser-based client applications. This course introduces WPF to the C# programmer and shows how to create and deploy multimedia applications with WPF. You will learn about using windows and page-based navigation, implementing and formatting controls, working with events and data binding. You'll also learn about incorporation of multimedia elements including 3-D graphics, video and audio, and animations. Finally, you'll learn about using resources and deploying a WPF application.
The Waterfall Software Development Model	Waterfall is the traditional sequential software development model. Waterfall is the most widely used software development model, historically, and while Agile methods are gaining traction, these methods still use some elements of Waterfall. This course covers the Application Development Lifecycle (ADLC) approach, then goes on to the Software Development Lifecycle (SDLC) approach, and finally completes the sequence by contrasting traditional waterfall development with iterative approaches, such as Agile.
Xamarin Android and iOS Projects in Cross-Platform Solutions in Visual Studio	Xamarin software enables the development of cross-platform mobile applications using C#. This course covers creating separate Xamarin Android and iOS projects in Visual Studio that can share code within a single solution. It covers how to create a Xamarin.Android project, how to add controls and work with images and how to use the Android emulator. It also covers how to create a Xamarin.iOS application, use the iOS Designer to add controls, work with layouts and images, and connect to a Mac build host to use an iOS emulator.
Cross-Platform Shared Code and Xamarin.Forms in Visual Studio	Xamarin software enables the development of cross-platform mobile applications using C#. This course covers how to enable Android and iOS projects how to implement components and how to share code using code projects and class libraries. Xamarin software includes Xamarin.Forms, which allows you to create a single user interface solution that maps to native controls on different platforms. The course will cover how to create a Xamarin.Forms solution in Visual Studio, how to work with layouts and lists, and how to implement page navigations and data binding. It will also cover how to use format the UI, work with data, and support gestures and popups in Xamarin.Forms applications.
Working with Node.js and .NET	Node.js and the .NET Framework can work together to develop efficient, secure, and distributed applications. In this course, you will explore the fundamentals of Node.js, and how to install and work with the Node.js tools for Visual Studio. This course also explores the various types of templates that you can use to create Node.js applications in Visual Studio, and how to bridge the gap between the two programming frameworks.
Edge.js, Node.js, and ASP.NET MVC	Node.js and the .NET Framework can work together to develop efficient, secure, and distributed applications. In this course, you will learn about the key features of Edge.js. You will also learn how to use Node.js and C# code together, work with data marshalling, explore error handling and debugging, and use Node.js with Internet Information Services or IIS.
Azure, Node.js, and SQL Server	Node.js and the .NET Framework can work together to develop efficient, secure, and distributed applications. In this course, you'll learn how to use Node.js with SQL Server and Microsoft Azure. Specifically, you'll explore how to use Node.js with SQL Server to connect to and work with SQL Server data. You'll also explore the Azure Software Development Kit or SDK for Node.js and learn how to create and deploy Node.js applications to Azure. Lastly, you'll explore how to use the Azure Table Service with Node.js applications.
Bootstrap Introduction	Bootstrap is a framework developed to provide consistency, while still allowing for flexibility and customization. It is a collection of tools that can be easily customized to suit an organization's needs. In this course, you will explore the Grid system and how that applies to the layouts, how tables are used, and how to work with buttons and dropdowns. You will also learn how to use buttons and input groups.
Bootstrap Elements	Bootstrap is a front-end framework developed to provide consistency for internal resources. In this course, you will explore the navigation elements, how to apply breadcrumbs, and how to use the different plugins, including the alert plugin and the carousel plugin.
Working with Knockout	Knockout is a JavaScript library used to develop user interfaces based on the Model-View-View-Model (MVVM) pattern. Knockout has a range of features to support dynamic development of UIs. In this course you'll learn about working with features such as single-page applications, collections, templates, binding syntax, and custom bindings.
Node.js Fundamentals	Node.js is a server-side framework that uses an event driven asynchronous model and is built on the Google Chrome V8 JavaScript runtime engine. This course demonstrates how to install Node.js, work with Node.js modules, build a basic web server, and manage files and directories using Node.js applications.
Node.js: Files, Data Stores, Networked, and WebSocket Applications	Node.js is a server-side framework that uses an event driven asynchronous model and is built on the Google Chrome V8 JavaScript runtime engine. This course demonstrates how to work with files and directories, how to connect to different data stores, and how to create TCP and WebSocket servers.
Node.js: Express Applications and the MEAN Stack	Node.js is a server-side framework that uses an event driven asynchronous model and is built on the Google Chrome V8 JavaScript runtime engine. This course demonstrates how to create server side web applications using Express as well as how to create web applications using the MEAN Stack.
Optimizing and Securing Node.js Applications	Node.js is a server-side framework that uses an event driven asynchronous model and is built on the Google Chrome V8 JavaScript runtime engine. This course demonstrates how to work with events and processes to optimize Node.js applications. It also covers how to implement data security and authorization and authentication in Node.js applications.
Node.js: Debugging, Testing, Deploying, and Maintaining Node Applications	Node.js is a server-side framework that uses an event driven asynchronous model and is built on the Google Chrome V8 JavaScript runtime engine. This course demonstrates how to debug, test, deploy, and maintain Node.js applications.
JavaScript SPA: Connecting to and Managing Data	A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to connect to a data source, then retrieve and manage rich data using the Breeze JavaScript library in a JavaScript SPA in Visual Studio 2013.
jQuery: Basic Setup and Features	jQuery simplifies the process of using HTML for your websites. This course introduces you to the fundamentals of jQuery, including installing and implementing the environment, jQuery styles and themes, and using basic features like finding and filtering. You'll also learn about selecting options in jQuery such as selecting by class, ID, or attribute. Finally, this course introduces basic animation and color functions such as animating colors, style changes, and queues.
jQuery: Using Essential Features and Functions	jQuery has a wide variety of features and options to tailor your pages to your requirements. This course introduces learners to options available when working with elements, such as modifying elements, cloning elements, and wrapping elements. This course also covers options when working with events, such as capturing events, changing events, and submitting events. Finally, this course provides a how-to for using the datepicker and mouse options in jQuery.
jQuery: Advanced Features and Functions	jQuery provides endless opportunities to customize your page using unique functions and options. This course introduces charts in jQuery as well as UI features and functions and UI autocomplete. This course also covers working with slides, the slider options, AJAX, accordion, and working with classes.
CISSP: Security Principles, Governance, and Guidelines	The fundamental security principles of confidentiality, availability, and integrity guide all successful information security best practices. In this course, you'll learn about applying these security principles, as well as best practices for establishing security governance principles. You'll also explore how best to establish and implement comprehensive security guidelines across the organization. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Risk Management	Risk management is an integral part of overall information systems security. In this course, you'll learn about personnel security best practices, risk management concepts, and risk analysis techniques. You'll also be introduced to threat modeling best practices, countermeasure selection, and implementing risk controls. Finally, this course covers risk monitoring and reporting best practices. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Asset Security	The substantial increase in the amount of digitized data over the past few years requires an equal response in attention to the security of that data. In this course, you'll learn about asset security best practices including classification techniques and asset security ownership. This course also covers privacy protection considerations, including data remanence and collection limitations. Finally, you'll explore best practices for media, hardware and personnel retention, and techniques for determining the most appropriate data security controls like scoping, tailoring and cryptography. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Security Engineering Part 1	Integrating comprehensive security controls into information systems planning and design activities is vital for establishing IS architecture that has necessary functionality combined with the ability to fend off both internal and external threats. In this course, you'll learn best practices for implementing and managing secure engineering processes, including applying underlying security principles in IS architecture design. This course also introduces you to systems security evaluation models selecting appropriate controls and countermeasures. Finally, you'll learn about IS security capabilities and vulnerabilities and how to capitalize both for establishing security of the overall IS architecture. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Security Engineering Part 2	Even in an age of digitized data, securing the physical environment is still a critical part of security engineering. In this course, you'll learn about security threats, both natural and man-made, and techniques for preventing loss from these threats. You'll also learn about site and facility design considerations, restricted work area security, and best practices for crime prevention through secure design of the physical environment. This course is one of a series in the SkillSoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Communication & Network Security Design	Securing network communications is a key activity in managing the security of any IT system, and the network is a common and potent vector for attack. In this course, you'll learn about the design and components of network systems, how to implement secure systems, and how to mitigate common attacks. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Identity and Access Management	Identity and access management is at the heart of security management and is key to the CISSP examination. Compromising identity is the main aim of most attacks on data confidentiality. In this course, you'll learn about physical and logical access control, the proper management of identity and identification of the identity lifecycle, and attacks to access control and their mitigation. You'll also learn about the design and components of network systems, how to implement secure systems, and how to mitigate common attacks. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.

Course	Description
CISSP: Security Assessment and Testing	The time spent planning and establishing security controls isn't worth much if you don't spend time ensuring that those security designs work. In this course, you'll learn how to design and validate security control assessment and test strategies, and perform vulnerability assessments. This course also covers how to perform log reviews, code reviews and tests, and perform penetration testing to test security controls. Finally, you'll learn about best practices for collecting security test data, and analyzing test outputs so you can identify gaps and implement any further required security controls in the overall security design. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Security Operations Part 1	The day to day security activities in an organization are the heart of security operations. In this course, you'll learn techniques for performing general security operations activities such as security investigations, including best practices and requirements for the types of investigations that security professionals typically take part in. This course also introduces you to techniques for using logging and monitoring activities for security purposes, establishing secure resource provisioning, and applying general security concepts such as least privilege to all security operations activities. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Security Operations Part 2	One of the primary activities within security operations is detecting and responding to security-related incidents. In this course, you'll learn incident management techniques including incident detection, response, mitigation, reporting, and recovery best practices. This course also covers how to use preventative measures such as firewalls, whitelisting and blacklisting, sandboxing, and anti-malware. In addition, you'll be introduced to patch and vulnerability management activities such as patch testing, installation, and deployment. Finally, this course covers change management processes that security professionals regularly take part in as part of security operations, including versioning, baselining, and security impact analyses. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Security Operations Part 3	Security professionals are required to anticipate, plan for, respond to, and recover from security incidents quickly and appropriately as part of security operations for the overall organization. In this course, you'll learn how to develop and implement recovery strategies, including specific strategies for backup storage, recovery sites, multiple processing sites, and system resilience and fault tolerance requirements. This course also covers best practices for disaster recovery activities, including response, personnel, communications, assessment, restoration, and training and awareness considerations. Finally, you'll learn about organizational safety measures such as business continuity planning, managing physical security of the premises, and addressing personnel safety concerns like employee monitoring and privacy policies. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
CISSP: Software Development Security	While information systems security professionals are not generally involved in software development, they are responsible to assess and implement security controls on software being used within the organizational environment. In this course you'll learn about best practices for implementing and enforcing software security controls. This course also covers best practices for assessing software security effectiveness, such as using change logs and audits, software security risk analysis, and software security acceptance testing. Finally this course covers best practices for assessing security impacts of acquired or third-party software, and software assurance. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Information Systems Security Professional (CISSP) exam.
Changes to CISSP 2015	The (ISC)² Certified Information Systems Security Professional (CISSP) exam has been reorganized for 2015. No content has been removed, but there has been lots of reorganization, and the context of existing information is subtly different. This Skillsoft course will get you on the right track to begin your CISSP study.
Microsoft Security Fundamentals: Security Layers	One of the building blocks of successful IT security practices is a fundamental understanding of security layers. This course introduces learners to some of the main core concepts in IT security including confidentiality, integrity, and availability. This course also covers foundational information on physical, Internet, and wireless security, including keylogging, browser settings and zones, and service set identifier, or SSID, and media access control, or MAC, filters. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Security Fundamentals: MTA 98-367 exam.
Microsoft Security Fundamentals: Operating System Security	One of the building blocks of successful IT security practices is a fundamental understanding of operating system security. This course provides an introduction to the concept of user authentication, including multifactor and Remote Authentication Dial-In User Service (RADIUS) authentication. This course also covers key concepts of permissions, such as file, Active Directory, share, and group permissions. Finally, this course covers fundamental security policies including password and audit policies, as well as encryption and malware best practices. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Security Fundamentals: MTA 98-367 exam.
Microsoft Security Fundamentals: Network Security	One of the building blocks of successful IT security practices is a fundamental understanding of network security. This course introduces key concepts about dedicated firewalls and methods including packet filtering, circuit-level, application-level, and stateful multilevel firewalls. This course also covers types of inspection, and stateful v. stateless inspection. Finally, this course covers best practices for Network Access Protection, network isolation methods, and protocol security concepts including common network attack methods. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Security Fundamentals: MTA 98-367 exam.
Microsoft Security Fundamentals: Security Software	One of the building blocks of successful IT security practices is a fundamental understanding of security software. This course introduces learners to client protection practices, including methods for dealing with malware, antivirus for client protection, and using User Account Control, or UAC. This course also includes fundamental best practices for e-mail protection and server protection, including server hardening. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Security Fundamentals: MTA 98-367 exam.
CSSLP: Secure Software Concepts	A fundamental understanding of the potential risks, vulnerabilities and exposures throughout the software lifecycle is the basis for ensuring overall software security. In this course, you'll learn about the core concepts of confidentiality, integrity, authentication, and authorization. You'll also be introduced to security design principles such as least privilege, separation of duties, fail safe, and economy of mechanism. Finally, this course covers best practices for governance, risk, and compliance throughout the software lifecycle. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.
CSSLP: Secure Software Requirements	Integrating security into the software development process and identifying key security objectives is paramount to successful secure software development. In this course, you'll learn about internal and external security requirements and how to classify and categorize data. You'll also explore functional requirements such as role and user definitions, the role of the deployment environment on requirements, and sequencing and timing requirements. Finally, this course covers operational requirements such as deployment and management solutions. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS	VMware vSphere 6 offers various features for enhanced resource management and utilization in a VMware virtualized environment. In this course, you will learn the important aspects of Distributed Resource Scheduler (DRS) functionality and automation. You will also learn how to monitor DRS to achieve optimal performance and resource utilization. Finally, you will learn how to cluster resource management benefits and resource utilization in a VMware vSphere 6 virtualized environment.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Design	Effective resource management along with appropriate design methods help ensure a successful VMware vSphere 6 virtualized environment. In this course, you will learn how advanced resource management methods help optimize performance and efficiency of vSphere 6 components. You will also learn the basics of design principles which help lay the foundation of a successful VMware vSphere 6 virtualized environment.
VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview	Virtualization using VMware vSphere 6 provides a host of benefits to a server environment including high availability, improved resource utilization, scalability, and ultimately cost benefits. This course covers the benefits of virtualization and the licensing level required to achieve the desired feature set in VMware vSphere 6.
VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation	VMware vSphere 6 ESXi is the hypervisor underlying the vSphere suite of products, which enables bare-metal installation of VMs directly on a hardware. vCenter Server is a centralized management platform that ties it all together. This course covers installation and basic configuration of VMware vSphere 6 ESXi and vCenter Server, and the options to connect to them for management purposes.
VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks	One of the main advantages in configuring cloud computing and virtualization is the use of virtual networks. Virtual networks offer the flexibility of any topology and aren't constrained by cable bandwidth limitations. This course covers the configuration of virtual networks in VMware vSphere 6 including VLANs and virtual switches.
VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs	Virtualized environments have unique requirements for storage and movement of data. The unit of virtualization is the VM, which essentially runs the instance of a computer on a software-defined hardware. This course covers storage management for a VMware vSphere 6 environment. It also covers virtual machine creation and management, and best practices for VMs in a vSphere 6 environment.
Installing and Configuring VMware Workstation 11	VMware Workstation provides award-winning desktop virtualization capabilities with an easy-to-use interface. In this course, you will learn about the features that make VMware Workstation such an invaluable tool and you will get to know the various console interface components. This course also covers the installation requirements and installation tasks for both Windows and Linux hosts.
Creating and Configuring Virtual Machines in VMware Workstation 11	VMware Workstation provides a user-friendly wizard to quickly and easily create new virtual machines. The wizard provides a typical installation path along with a custom installation option for the more advanced user. In this course, you'll see how to perform these two types of virtual machine installations and the difference between the individual options available. You will learn what's involved in installing a guest operating system and the importance of installing and updating VMware Tools. This course also covers configuration tasks you will want to master such as cloning, snapshots, and the configuration of a variety of virtual machine settings.
Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management	Windows Store apps can be configured with UI features as well as programmatically to handle data. This course describes how to implement caching options, incorporate file pickers, and handle data access, files, and libraries programmatically. You'll also learn how to integrate OneDrive with your app. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-485: Advanced Windows Store App Development Using C#. This exam is a requirement for the Microsoft Certified Solutions Developer (MCSD): Windows Store Apps certification.
Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment	You will need to ensure that your app has been validated and is error-free before submitting it to the Windows Store. In this course, you'll learn how to prevent errors from reaching users, how to select a business model for your app, and how to test and validate your app before packaging it and submitting to the Windows Store. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-485: Advanced Windows Store App Development Using C#. This exam is a requirement for the Microsoft Certified Solutions Developer (MCSD): Windows Store Apps certification.
Creating Styles with CSS3 and Styling Text	CSS3 has a range of styling options for text and list presentation. In this course, you will learn how to use rule sets to create styles, how to group and apply styles, and how to apply styles for effective content display.
Styling Page Elements using CSS3	CSS3 has a wide range of options for configuring web page elements. In this course, you will learn how to work with color, apply borders, and other styling features to elements. You will also learn how to configure tables with CSS3 for effective presentation of content such as spreadsheet and calendar data.
Navigation Elements and Animations with CSS3	Effective navigation is a key element of good site design. CSS3 contains many features that allow you to configure and style navigation elements. In this course, you will learn how to apply these features and you will also learn how to use CSS3 animations to create dynamic and attractive sites.
Forms, Positioning, and Layout with CSS3	Forms are key components for many web sites and CSS3 has a range of options for configuring form elements. CSS3 also includes positioning and layout options to optimize your site presentation. In this course you will learn how to apply CSS3 to forms, how to use positioning features of CSS3 and how to use CSS3 columns and the CSS3 box model for layout.
Advanced Options, Responsive Web Design, and Management with CSS3	CSS3 specifications include new and sophisticated options for layout and graphics. However, it is crucial to implement responsive web design which takes account of devices and browser support for CSS3 features. Additionally, you may want to harness scripting languages such as JavaScript to manage CSS3 styles as they become more complex. In this course, you will learn about the latest specifications for layout and graphics in CSS3, you will learn how to implement responsive web design, and you will learn how to manage CSS styles with scripts.
Extending CSS3 with Sass and Less	Despite its increasing flexibility and functionality, CSS does not include functionality such as nesting, functions, and the use of variables. Sass and Less pre-processors can be used to extend CSS, providing greater functionality and power and maintenance for your stylesheets.
Drupal 8 First Look	Drupal is a user-friendly Content Management System or CMS that automates or eases the most common web site development requirements. In this course, you will learn the basic installation process, how to add and manage content, and the roles and permissions for users.
Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013	Development platforms like Visual Studio include a collection of ASP.NET MVC project templates that can be used to rapidly create and test web applications. In this course, you will learn how to create and add new pages in Web Forms, Web Pages, and ASP.NET MVC 4 web applications, how to create and apply layout/master pages for each type of application, how to work with MVC 4 controller route data, how to create and use ASP.NET MVC 4 controller action results, selectors and filters, and how to administer basic MVC 4 unit tests in Visual Studio 2013. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD 70-486.
TestPrep 70-486 Developing ASP.NET MVC Web Applications	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Designing the User Experience in ASP.NET MVC Web Applications	User experience is mainly influenced by the design of the application UI layout and behavior, thus sound design principles go a long way in developing quality apps. In this course, you will learn how to use Razor code blocks and HTML helper methods in MVC views, how to implement client and server-side data validation, and how to render application scripts. You will also learn how to develop a web application for multiple browsers and mobile devices, as well as how to work with display modes to implement adaptive user interfaces in Visual Studio 2013. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Working with ASP.NET MVC 4 Models	Models are the basic building block of any MVC application, as they represent how the application can manage and interact with data. In this course, you will learn how to add a model to an ASP.NET MVC 4 application, how to implement business logic in a model, how to create and add a SQL Azure database, and how to validate user input with data annotations. You will also learn how to create and use default and custom model binders, as well as how to create databases and administer access to model classes using Entity Framework. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
ASP.NET MVC Databases and the Entity Framework	Databases and the Entity Framework add a great deal of value to any MVC application, as they allow the application to manage and interact with data. In this course, you will learn how to create databases and administer access to model classes using Entity Framework. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Developing the User Experience in ASP.NET MVC	The ASP.NET Web API framework can be used in an MVC project to build RESTful APIs on top of the .NET framework, thus exposing HTTP data services and reasonably separating data service responsibilities from UI concerns. In this course, you will learn how to configure and implement MVC routes, how to register and configure ASP.NET Web API routes, how to implement ASP.NET Web API controller HTTP methods, and how to retrieve and display raw JSON and XML data in a browser. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Designing ASP.NET MVC Application Architecture	Proper application architecture design is key to ensuring that the web applications run in an efficient, secure manner when deployed. In this course you will learn how to implement state management, implement a web socket strategy, use and manage asynchronous tasks, and how to design a distributed application in Visual Studio 2013. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.

Implementing ASP.NET Authentication and Authorization	Understanding and implementing proper user authorization and authentication techniques is key to producing secure, trustworthy web applications. In this course, you will learn how to configure user authentication rules, configure and apply user authorization roles, and implement claims-based authentication in an ASP.NET MVC web application. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Debugging ASP.NET MVC Web Applications	Developers typically spend most of their development time in the debugging phase of a project, where they test the application for compile-time and runtime issues alike. In this course, you will learn how to prevent and troubleshoot runtime issues and cover techniques in designing an exception handling strategy. You will also learn how to collect diagnostics and debug Windows Azure applications.This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Configuring and Deploying an ASP.NET MVC Application	Developers have the option of configuring additional application settings before deploying a web application to the production environment. In this course, you will learn how to create resources for implementing globalization and localization, how to implement Windows Azure life cycle events, how to configure various web application settings, how to plan and design for search engine optimization, and how to deploy web applications to hosting providers, Azure websites, and to IIS for local environment testing prior to production deployment. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Optimizing and Protecting Application Data	In order to develop efficient, robust web applications, we must understand how to implement key web optimization techniques as well as key ASP.NET security features. In this course, you will learn how to use compression to reduce network bandwidth, how to implement custom encryption and decryption of application URLs, how to manage validation and prevent cross-site scripting and cross-site request forgery attacks, and how to implement a custom membership provider for ASP.NET MVC web applications. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft MCSD exam 70-486.
Responsive Web Design: Flexible Grids, Images, and Media Queries	With the rise of hand-held devices and mobile browsing, web applications have needed to become responsive to the accessing device. This course introduces responsive web design and demonstrates how to apply responsive design strategies. It covers the core components of responsive web design - flexible grids, flexible images, and media queries.
Responsive Web Design: Flexible Data and UIs, Devices, Process and Performance	With the rise of handheld devices and mobile browsing, web applications have needed to become responsive to the accessing device. This course demonstrates how to configure flexible data and user interfaces. It covers how to interact with devices, and apply process and performance procedures as part of a responsive web design solution.
WordPress Introduction and Basic Configuration	WordPress is a free and open source blogging tool and a content management system. There are many new features in the latest version, WordPress 4.1. The new default theme, Twenty Fifteen, is a responsive design that lets your writing take center stage. In this course, you will learn how to install and configure WordPress as well as how to work with content, themes, and plugins.
WordPress Networking and Security	WordPress is an open-source content management system used by more than 23% of the top 10 million web sites. WordPress 4.1 provides a new distraction-free writing mode â€" editing tools fade away when you are writing and come back when you need them. In this course, you will learn how to build and configure multisite networks and perform the critical security measures.
WordPress Advanced Themes and Administration	WordPress is one of the most powerful, versatile, and flexible content management systems, making it a great choice for every kind of Web project. It is also a free open-source blogging tool. In this course, you will learn how to create and manage themes, perform administration, and look into the options when considering to move your site.
Microsoft System Center 2012 R2 â€" Configure and Deploy: VMM Overview	Cloud computing can provide highly available and scalable infrastructure solutions to most organizations. Private clouds can be configured on premises, but it is important to design them according to the organization's needs. This course describes the private cloud and its Microsoft System Center 2012 R2 components. You'll also learn how to deploy the System Center 2012 R2 Virtual Machine Manager. This course is one in the series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 â€" Configuring and Deploying a Private Cloud.
TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Extending & Maintaining	The private cloud will continually evolve based on the organization's requirements. In this course, you'll learn about the best practices for extending the private cloud and keeping it up to date using Windows Deployment Services and Windows Software Update Services. This course is one of a series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Application Delivery	The Microsoft Web Deployment Tool is a tool for automating deployment of web applications to Windows Servers running Internet Information Services (IIS). In this course, you'll learn how to use the Microsoft Web Deployment Tool and Server App-V to dynamically deploy applications in the private cloud. This course is one of a series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Building Private	Virtual machines and services can be deployed efficiently in the private cloud. In this course, you'll learn how to create hardware and operating systems profiles and templates to create virtual resources. This course is one in the series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Monitoring	System Center 2012 R2 Operation Manager is the data center and cloud monitoring component of the System Center 2012 R2 suite. In this course, you'll learn how to monitor and maintain your private cloud infrastructure using System Center 2012 R2- Operations Manager and Data Protection Manager. This course is one in the series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Service Management	IT service management is a core responsibility for the IT department. Changes, incidents, problems, and service releases need to be tracked and controlled in order to provide a robust and seamless IT service. In this course, you'll learn how to implement structured service management using Service Manager in System Center 2012 R2. This course is one of a series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: DPM	Protecting the private cloud is vital in order for an organization to fulfill its objectives. In this course, you'll learn how System Center Data Protection Manager, or DPM, allows data center administrations to protect, backup, and restore their cloud infrastructure. This course is one of a series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Microsoft System Center 2012 R2 â€" Configure and Deploy: Automation	To reduce the total cost of ownership for your private cloud, you should strive to automate and standardize administrative tasks. System Center 2012 R2 â€" Orchestrator provides the functionality to achieve this. The private cloud can provide infrastructure as a service, and the Cloud Services Process Pack allows you to do this and to provide service level cloud management to the organization. In this course, you'll learn how to automate private cloud tasks and how to implement service-level access and management to cloud resources. This course is one of a series in the Skillsoft learning path that can be taken in preparation for the exam 70-247 - Configuring and Deploying a Private Cloud.
Installing and Configuring a Microsoft IIS Server Service	Microsoft IIS has been designed to allow for scalability, security, manageability, and above all reliability. This course describes how best to leverage these benefits with the use of applications and application pools, virtual directories, and the available Microsoft IIS extensions. This course also covers Microsoft IIS security features, with the use of certificates.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Private Cloud Overview	In recent years IT operations have transitioned from standalone servers, to data centers, and now to private clouds. In this course, you'll learn about the basics of private clouds, their requirements and how they are monitored for health, performance and compliance. This course also covers the System Center 2012 R2 suite of products and how they are used for holistic cloud management. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Deploying Cloud Services	Virtualization is one of the core technologies that distinguishes traditional IT provisioning from private cloud provisioning. In this course, you'll learn about System Center 2012 R2 Virtual Machine Manager, the virtualization management solution. You'll also learn about the creation of business clouds, profiles and templates, and Microsoft Web Deploy, for deploying multi-tier applications to the cloud. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Monitoring Cloud Services	One of the keys to achieving the cloud ideals of always-on and high-availability is proper monitoring. This course explores monitoring the private cloud infrastructure using System Center 2012 R2 Operations Manager. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Service Management	A key distinction between the traditional data center and the cloud data center is the concept of self-service. System Center 2012 R2 Service Manager has a dedicated self-service portal to service user requests. In this course, you'll learn about monitoring application performance in System Center 2012 R2 Operations Manager. You'll also learn about basic configuration of System Center 2012 R2 Service Manager and self-service portal. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Problem Management	Private clouds differentiate themselves from traditional IT by being more holistic to use and manage. This is achieved through integration, and the integration product of System Center 2012 R2 is Orchestrator. This course outlines System Center integration with System Center 2012 R2 Orchestrator. It also covers problem management in System Center 2012 R2 Service Manager and custom monitoring with System Center 2012 R2 Operations Manager. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Backup and Recovery	Provisioning is an area where clouds distinguish themselves from standard data center IT. Clouds are provisioned as a unit, and this holistic approach feeds into other areas of configuration and manageability. This course covers private cloud provisioning and configuration with System Center Cloud Services Process Pack. You'll also learn about configuring data backup and recovery with System Center 2012 R2 Data Protection Manager. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: Compliance	Clouds cover multiple geographies and jurisdictions in a way that traditional IT does not. Therefore, it becomes critical to measure, manage and maintain compliance. In this course, you'll learn about compliance management in System Center 2012 R2 including the use of the System Center Process Pack for IT GRC, and the use of baselines in System Center 2012 R2 Virtual Machine Manager. You'll also explore System Center Advisor as a tool for assessing a private cloud. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Microsoft System Center 2012 R2 â€" Monitor and Operate: SLAs Widgets & Dashboards	The structure of costing in the cloud data center is very different from traditional IT costing. Service levels are always important in the main costing approaches. This course covers the monitoring of service levels in the private cloud through the use of service level tracking mechanisms, and widgets and dashboards. This course is one of a series of courses that prepares the learner for Microsoft exam 70-246: Monitoring and Operating a Private Cloud. This exam is part of the MCSE: Private Cloud certification track.
Ajax: Requesting Data and Retrieving Responses	Rather than a singular technology, Ajax, or Asynchronous JavaScript and XML, is a collection of technologies that enables web pages to make server requests without having to reload the page. You can use Ajax to create asynchronous web applications that provide a faster, more user-friendly experience. In this course, you will learn how to use the XMLHTTPRequest object to send data requests and retrieve data from the server in the form of text, XML, and JSON responses.
Instituting a Quality Improvement Program	In this challenge you will be put to the test on a change scenario. It's high-stakes, many stakeholders are affected, clarity on what to change is poor, people may not see the need for change, and we have to make it happen fast. Roll up your sleeves and get ready to rumbleâ€¦ You are the change agent selected to lead this initiative!
Adobe Captivate 8: Getting Started	Adobe Captivate 8 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn basic tasks in Adobe Captivate 8 like creating a responsive project, applying themes, inserting different question types, and using question pools. You will also learn about working with recordings in Adobe Captivate 8, and how to perform tasks such as recording new narrations, simulations, and demos.
Adobe Captivate 8: Media and Interactivity	Adobe Captivate 8 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to enhance content with media such as animations, video, and audio. You'll also learn how to add interactive elements such as action buttons and how to publish a project to multiple devices.
Managing a Citrix XenDesktop 7.6 Environment	The dependability and efficiency of your XenDesktop environment relies on your ability to manage and maintain XenDesktop services and components. In this course, you'll install and use XenDesktop Director and you'll look at the benefit of configuring Remote Assistance for it. You also learn about Citrix Printing Services, the importance of backing up and restoring the XenDesktop database, and Citrix Disaster Recovery. This course also covers important maintenance tasks for user profile management, adding storage to target devices, and managing remote stores. This course is one of a series in the SkillSoft learning path that covers objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks	Microsoft Azure can be managed from a web-based portal or from the PowerShell command line environment. One of the most powerful cloud features is the ability to virtualize an entire network environment and to connect virtual network constructs. In this course, you will learn about basic administration in Azure. You'll also explore virtual network creation and management, and connecting virtual networks together to form hybrid networks or VPNs. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Microsoft Azure - Implementing Infrastructure Solutions: Virtual Machines	Virtual machines and Infrastructure as a Service or IaaS are one of the main reasons for cloud deployment. Azure virtual machines enable you to extend your data center without limit, and can even provide data center scale resources to organizations that would not historically have had access. Through this course, you will learn about all facets of virtual machines in Microsoft Azure. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Microsoft Azure - Implementing Infrastructure Solutions: Implementing Websites	Azure websites enable you to host websites without the complexity of managing the underlying operating system or web server software. In this course, you will learn about the planning, creation, and monitoring of websites through Microsoft Azure. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Microsoft Azure - Implementing Infrastructure Solutions: Storage and PaaS Cloud	Azure storage makes data accessible in a number of ways. The core structures in Azure are tables, queues, and blob containers. Azure also provides Recovery Services for failover, backup, and recovery for data and sites. PaaS cloud is a model for hosting apps on Azure. It is modular and elastic and well suited to providing mobile services. In this course, you will learn about Azure storage, from blobs to backup, and PaaS implementation. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.

Microsoft Azure - Implementing Infrastructure Solutions: Data Services	Microsoft Azure SQL Database is a service that enables you to run SQL databases on the Azure cloud without having to manage the underlying OS or SQL Server software. In this course, you'll learn about the creation, maintenance, and security configuration tasks in Microsoft Azure SQL Database. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Microsoft Azure - Implementing Infrastructure Solutions: CDNs and Automation	Content delivery networks enable global-scale delivery of content for web pages or mobile apps. By caching globally local copies of large blob data, access times and user experience are greatly improved. In this course, you will learn about the configuration of CDNs and media services in Microsoft Azure. You'll also learn about automation - a key tool used by Azure administrators and built on the flexibility of PowerShell. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Microsoft Azure - Implementing Infrastructure Solutions: Active Directory	Azure Active Directory (AD) is the Azure cloud implementation of Microsoft's identity and access management solution. Azure AD provides secure access and single sign-on services to internal and web-based applications. AD can be extended from an on-premises solution to the Azure cloud and federated with other AD implementations. In this course, you'll learn about all aspects of Azure AD, from hybrid on-premises and on cloud solutions, to AD FS federation between AD implementations. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft exam 70-533: Implementing Microsoft Azure Infrastructure Solutions. This exam completes the requirement for Microsoft Specialist certification in Microsoft Azure.
Interpersonal Communication that Builds Trust	Communication works best when your intention is clear, your audience is engaged, and your verbal and nonverbal behavior are respectful. When you hit these notes, you'll build trust with the people you communicate with. To maintain that trust, you also have to be aware of and manage emotions â€" yours and those of others. In this course, you'll explore how a clear intention drives a communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how verbal signals, nonverbal behavior, and emotional intelligence can help make or break your communications.
Communication Methods that Make Sense â€" and Make Your Point	Today people rely more and more on mobile devices and 'one-way' communication tools that they often use under the guise of being 'social.' Although it's possible to learn to communicate interpersonally using only technology, it's not always the best or most efficient way to achieve your intended communication outcomes, which are most typically to inform, give feedback, or influence. Interpersonal communication is just that â€" personal. So the further you stray from communication methods that are rich in personal attributes (you can hear someone, see someone, use body language, interact with others) versus light in personal attributes (impersonal, one-way, static), the more apt you are to have a one-way, 'telling' type of communication. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across, making your point, and leaving your audience feeling informed, enlightened, and engaged.
Being a Receptive Communication Partner	Interpersonal communication is a two-way street. The 'giver' has the lion's share of responsibility in making sure the communication conveys the correct intent and message. But no one likes to talk to a wall, so in many ways, the response from the communication recipient is as important as the message that's given. When you're on the receiving end of a communication, regardless of whether or not it has been planned or delivered effectively, you must try to be receptive and understand what was intended. This requires two essential skills that most everyone finds challenging to keep sharpened: listening and questioning. In this course, you'll work on sharpening those skills â€" as well as on getting yourself in the right receptive mind-set for communicating.
Communication Challenges: Navigating Choppy Waters	Everyone has experienced miscommunication. Have you ever dealt with someone who seems unable to 'hear' the message you're sending? Or have you ever had to deliver a message that you knew would be hard for the other person to accept? Maybe you've even found yourself in a disagreement with someone that was so significant that it completely shut down your communication. Communication gets tough when the message is difficult. And because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to shut down one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them. By showing patience, perseverance, and accountability, you can get communication back on track and reach mutual understanding and agreement.
Issue-focused Negotiation: Are You Ready?	People often see negotiation as a matter of sticking to your 'position' while playing tug-o-war. But taking 'positions' involves an emotional/ego component inevitably leading to a dead end in negotiation. Instead, focus on the issue at hand, and learn strategies to communicate effectively and avoid falling into 'positions.' It takes the right mindset, essential communication skills and a toolbox of strategies to deftly handle any tricks the other party tries to use on you. This course will teach you how to stop playing...and stop being played.
You and Your Negotiating Counterpart	We all have emotions, motivations, and unique personalities. You'll need to accept and integrate that into your negotiating strategy. Most people are so busy with their own interests that they do not fully realize the other person's issues. This course will help you build critical components of a good negotiating relationship, including mutual trust, a deeper understanding of where your negotiation counterpart is coming from, a set of techniques to use when faced with different personalities, and a plan for getting them to come along with you.
Reaching a Negotiated Agreement	At this point in the negotiation, you've done what you can to establish a trusting relationship, kept focused on the issues, and adapted your approach to optimize your influence with your counterpart. The finish line may be in sight, but it's not yet a guarantee. The object of negotiation is to come to and confirm an agreement. When you started the negotiation you asked questions. At this point you're focusing on the answers. In this course, you'll learn how to think creatively about solutions to maximize your chances of arriving at a mutually beneficial agreement with your negotiating counterpart. You'll also learn how to facilitate that agreement â€" even amid resistance from the other party.
Ecosystem for Hadoop	Hadoop's HDFS is a highly fault-tolerant distributed file system and, like Hadoop in general, designed to be deployed on low-cost hardware. It provides high throughput access to application data and is suitable for applications that have large data sets. This course examines the Hadoop ecosystem by demonstrating all of the commonly used open source software components. You'll explore a Big Data model to understand how these tools combine to create a supercomputing platform. You'll also learn how the principles of supercomputing apply to Hadoop and how this yields an affordable supercomputing environment.
Installation of Hadoop	Apache Hadoop is an open source framework for distributed storage and processing of large sets of data on commodity hardware. Hadoop enables businesses to quickly gain insight from massive amounts of structured and unstructured data. In this course, you'll learn step-by-step instructions for installing Hadoop in a pseudo-mode and troubleshoot installation errors. You'll learn where the log files are and more about the architecture.
Data Repository with HDFS and HBase	Hadoop is an open source Java framework for processing and querying vast amounts of data on large clusters of commodity hardware. It relies on an active community of contributors from all over the world for its success. In this course, you'll explore the server architecture for Hadoop and learn about the functions and configuration of the daemons making up the Hadoop Distributed File System. You'll also learn about the command line interface and common HDFS administration issues facing all end users. Finally, you'll explore the theory of HBase as another data repository built alongside or on top of HDFS, and basic HBase commands.
Data Repository with Flume	Hadoop is an open source software project that enables distributed processing of large data sets across clusters of commodity servers. It is designed to scale up from a single server to thousands of machines, with very high degree of fault tolerance. Rather than relying on high-end hardware, the resiliency of these clusters comes from the software's ability to detect and handle failures at the application layer. In this course, you'll learn about the theory of Flume as a tool for dealing with extraction and loading of unstructured data. You'll explore a detailed explanation of the Flume agents and a demonstration of the Flume agents in action.
Data Repository with Sqoop	Hadoop is an open-source software framework for storing and processing big data in a distributed fashion on large clusters of commodity hardware. Essentially, it accomplishes two tasks: massive data storage and faster processing. This course explains the theory of Sqoop as a tool for dealing with extraction and loading of structured data from a RDBMS. You'll explore an explanation of Hive SQL statements and a demonstration of Hive in action.
Data Refinery with YARN and MapReduce	The core of Hadoop consists of a storage part, HDFS, and a processing part, MapReduce. Hadoop splits files into large blocks and distributes the blocks amongst the nodes in the cluster. To process the data, Hadoop and MapReduce transfer code to nodes that have the required data, which the nodes then process in parallel. This approach takes advantage of data locality to allow the data to be processed faster and more efficiently via distributed processing than by using a more conventional supercomputer architecture that relies on a parallel file system where computation and data are connected via high-speed networking. In this course, you'll learn about the theory of YARN as a parallel processing framework for Hadoop. You'll also learn about the theory of MapReduce as the backbone of parallel processing jobs. Finally, this course demonstrates MapReduce in action by explaining the pertinent classes and then walk through a MapReduce program step by step.
Data Factory with Hive	Apache Hadoop is a set of algorithms for distributed storage and distributed processing of Big Data on computer clusters built from commodity hardware. All the modules in Hadoop are designed with a fundamental assumption that hardware failures are commonplace and thus should be automatically handled in software by the framework. In this course, you'll explore Hive as a SQL like tool for interfacing with Hadoop. The course demonstrates the installation and configuration of Hive, followed by demonstration of Hive in action. Finally, you'll learn about extracting and loading data between Hive and a RDBMS.
Data Factory with Pig	Hadoop is an open source software for affordable supercomputing. It provides the distributed file system and the parallel processing required to run a massive computing cluster. This course explains Pig as a data flow scripting tool for interfacing with Hadoop. You'll learn about the installation and configuration of Pig and explore a demonstration of Pig in action.
Data Factory with Oozie and Hue	The Hadoop software library is a framework that allows for the distributed processing of large data sets across clusters of computers using simple programming models. It is designed to scale up from single servers to thousands of machines, each offering local computation and storage. Rather than rely on hardware to deliver high-availability, the library itself is designed to detect and handle failures at the application layer, so delivering a highly-available service on top of a cluster of computers, each of which may be prone to failures. This course explains Oozie as a workflow tool used to manage multiple stage tasks in Hadoop. Additionally, you'll learn how to use Hue, a front end tool which is browser based.
Data Flow for the Hadoop Ecosystem	Hadoop is a framework written in Java for running applications on large clusters of commodity hardware and incorporates features similar to those of the GFS and of the MapReduce computing paradigm. You'll explore a demonstration of the use of Sqoop and Hive with Hadoop to flow and fuse data. The demonstration includes preprocessing data, partitioning data and joining data.
Apache Kafka Operations	Apache Kafka's unique architecture enables huge scalability, but it must be deployed and managed in a considered fashion. This course covers the basic concepts of Apache Kafka, and considerations for deploying Kafka and managing servers.
Apache Kafka Development	Apache Kafka comes with a set of APIs for consumers and producers for writing to and reading from logs. This course covers the producer and consumer APIs, and data serialization and deserialization techniques, and strategies for testing Kafka.
Spark Core	Spark Core provides basic I/O functionalities, distributed task dispatching, and scheduling. Resilient Distributed Datasets (RDDs) are logical collections of data partitioned across machines. RDDs can be created by referencing datasets in external storage systems, or by applying transformations on existing RDDs. In this course, you will learn how to improve Spark's performance and work with Data Frames and Spark SQL.
An Overview of Apache Cassandra	Apache Cassandra is designed to meet a scaling challenge that traditional database management systems are not capable of handling. This course provides you with an overview of the Cassandra architecture, where it fits in the NoSQL and Big Data ecosystem, and how to install, manage, and access data programmatically.
Data Visualization: Essentials	It is becoming more common to present data in a visual way to engage audiences with what the data is saying. To ensure the audiences understand what is being presented, effective data visualizations need to be created, and this all starts with knowing who your audience is and what your data is all about. In this course, you'll learn the essentials of creating great data visualizations and how to use different forms of data visualizations.
Tableau Visualization	Tableau is groundbreaking data visualization software that connects easily to nearly any data source. It allows for immediate insight by transforming data into visually appealing interactive visualizations called dashboards. This is achieved on the fly by way of an easy to use drag-and-drop interface. The goal of data visualization is to communicate information clearly and efficiently to users. In this course, you will learn your way around the Tableau interface, how to make data connections, and use parameters for filtering.
Tableau Charts, Maps, and Dashboards	Tableau allows for immediate data transformations by using a drag-and-drop easy to use interface that builds and customizes the dashboards in seconds. Effective visualization helps users in analyzing and reasoning about data and evidence. In this course, you will learn about the top chart types, custom calculations, and dashboards.
Google Apps: Slides, Sites, and Google+	Google+ is a cloud-oriented social network that ties in with the rest of the Google ecosystem. Hangouts enable real-time chat and video chat using the same infrastructure. Slides is a fully featured presentation app with features equivalent to desktop offerings. Sites is a website creation and management portal, which enables eye-catching, professional website creation using the same tools and interface as Google Apps. This course covers Google+ and how it ties in with Hangouts and the rest of Google Apps. Slides for creating presentations, and Sites for creating form-driven websites.
Using Internet Explorer 11: Exploring the Interface	Internet Explorer 11 has several enhancements over previous versions. This course provides an overview of the user interface layout and addresses how to work with tiles in the Start and the Desktop environment of the new platform, discover the updated functionality, and work with add-ons. It also covers the various methods of creating multitasking permanent and unlimited tab windows, as well as how to work with the favorites center. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.
Using Internet Explorer 11: Efficient Browsing	Internet Explorer 11 includes several enhancements to improve the user browsing experience. This course introduces the Address Bar Combination enhancement for Internet Explorer 11 and how to set customizations to enhance browsing, as well as how to use the InPrivate Browsing option and configure basic general settings. In addition, the use of tabs and windows for multitasking, and a section on working with search engines, is covered. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.
Using Internet Explorer 11: Working with Web Content, RSS Feeds, and Downloads	There are several default setting customizations in Internet Explorer 11 covered in this course. You will also learn about migration of content from previous browsers, as well as sharing of web content through read, print and share options. In addition, we look at managing downloads and subscribing to RSS feeds. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.
Using Internet Explorer 11: Accessibility and User Preferences	This course covers advanced settings relating to accessibility for all users, including those with disabilities, as well as how to configure Internet Explorer in order to move about the interface easily, to display web pages clearly, and to access search criteria quickly. You will also learn how to use Caret Browsing and set user preference customizations. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.
Using Internet Explorer 11: Securing the Environment	It is important to protect your PC and network from potentially harmful or malicious online content. This course covers the Security tab in Internet Explorer 11, the function of which is to set options to set up a secure browsing environment by customizing zone settings and enabling enhanced protected mode. In addition, the course covers the various privacy settings that affect the browsing experience. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.
Using Internet Explorer 11: Security Considerations	It is vitally important for the user to know which settings allow a safer browsing experience. This course also covers ActiveX control filtering and pop-ups, as well as form completion on the Web and the impacts thereof. This course is one of a series in the SkillSoft learning path that covers Internet Explorer 11.

Course	Description
Installing Mac OS X Yosemite	Installing or upgrading to Mac OS X Yosemite has been made easier with the introduction of the latest Mac OS X platform. In this course, you will learn how to perform and troubleshoot installation and configuration of Mac OS X Yosemite. You'll also learn about creating and managing users, managing files and folders, configuring and troubleshooting printers, and using the advanced collaboration features that are available on the platform.
Managing and Configuring Mac OS X Yosemite	The latest Mac OS X platform provides users with all of the tools a user will need to accomplish their goals whether at work or at home. In this course, you will learn how to configure and safeguard a Mac OS X Yosemite environment specific to your requirements. You'll also learn how to configure backups to protect your work, connect to other computers over a network, and install and configure printers.
Enhancing the User Experience in Mac OS X Yosemite Applications	Mac OS X Yosemite has been designed around the user experience. It provides the user to the ability to personalize their computing environment and to communicate effectively with the outside world. In this course, you will learn how to tailor applications to suit your own specific needs and security requirements. You will also learn how to search effectively, maintain privacy while on the Internet, manage e-mail, and improve access to your files and documents.
Collaborating and Communicating Using Mac OS X Yosemite	Mac OS X Yosemite has been designed for productivity. Central to its design is the capability to seamlessly integrate each user with multiple devices and the cloud. In this course, you will gain insight into the enhanced functionality of Mac OS X Yosemite, such as setting up iCloud, configuring features such as screen sharing and family sharing, and using remote desktop management.
IT Security for End Users: IT Security Fundamentals	Companies that have the greatest chance of fending off IT security attacks are those that have employees who are armed with the knowledge of how to use a company's computers, network, and mobile devices with security in mind. In this course, you'll learn fundamental security concepts that apply to you as an end user, like the role you play in your company's overall IT security. This course also covers some of the most common IT security policies that apply to you as an end user, including policies for secure computer use, mobile device use, and general security policies if you work remotely.
IT Security for End Users: Using Corporate Devices Securely	Knowing how to use corporate computers and devices in a secure way helps ensure you don't jeopardize your work, your organization, or your personal security. In this course you'll learn about common threats to corporate computers, including malicious attacks, and best practices for using your computer in ways that prevent these attacks. This course also covers some of the security threats you might face when using corporate mobile devices, and techniques you can use to protect your device and yourself.
IT Security for End Users: Secure Corporate Communications and Networking	The advancement in corporate communications and social networking has opened countless opportunities and new ways for people to perform their jobs. But just as our IT communications options have advanced, so have the security threats posed by these advancements. In this course you'll learn about the common threats to corporate computers and devices that exploit vulnerabilities in our communications and networking methods such as e-mail, Internet, and social networking platforms. This course also covers best practices and techniques to mitigate security risks while conducting communications as part of your job. Finally this course covers what social engineering is, and how as an end user of corporate computers and devices you can protect yourself and your company from the intelligent ways hackers use social engineering.
Software Defined Networking Fundamentals	Software Defined Networking or SDN enables holistic network management, and intelligent use of network resources, both physical and virtual. In this course, you will explore a vendor neutral overview of SDN and how it works.
Global Safety Principles: Bloodborne Pathogen Awareness	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session.
Global Safety Principles: Fire Safety and Prevention	This course addresses how to prevent fires and recognise fire hazards. It will also discuss what actions to take in the event of a fire, including the proper use of portable fire extinguishers. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Hazard Communication: An Employee's Right to Know	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and dispose of hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the routes of chemical entry into the body, define various categories of chemical hazards, interpret warning labels, interpret information commonly found in a Safety Data Sheet (SDS), and identify types of controls commonly used to reduce or eliminate contact with hazardous materials in the workplace.
Global Safety Principles: Hearing Conservation	This training course will provide information to help you prevent noise-induced hearing loss. It will also explain the purpose and components of a hearing conservation program including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Industrial Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in industrial work settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms related to the study of ergonomics, recognize the general requirements of the ergonomics standard, recognize signs and symptoms of injury to the muscles and skeleton and the importance of early reporting, identify risk factors for injury to the muscles and skeleton, specify controls and work practices to reduce or eliminate risk factors for injury to the muscles and skeleton, and specify how to report MSD signs, symptoms, and hazards in your job and how the employer is required to address them.
Global Safety Principles: Lockout/Tagout	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout permit. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Office Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in office and administrative type settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Infectious Diseases	Have you ever come in to work sick? The notion of spreading germs may not have crossed your mind. But some infectious diseases can spread very rapidly in the workplace among coworkers, clients, or patients, and also beyond the workplace to the general public, including family members. Infectious diseases can have serious health consequences. This course is intended to help workers develop awareness about specific infectious diseases caused by viruses and bacteria to help prevent contracting and spreading them. Measles, norovirus, Ebola, and smallpox are the diseases caused by viruses that will be explored. The bacterial infections covered are meningococcal disease, Legionnaires' disease, methicillin-resistant Staphylococcus aureus, and anthrax. Company policy may also provide guidance on infectious diseases and should be consulted where it exists.
Confined Spaces in Construction	Confined Spaces in Construction is a comprehensive standard designed to provide protections to employees working in confined spaces in construction. Recognizing the unique challenges faced by the construction industry, the new standard includes a permit program designed to protect employees from exposure to many hazards associated with work in confined spaces, including atmospheric and physical hazards. It also incorporates provisions that address construction-specific hazard, accounts for advancements in technology, and improves enforceability of the requirements. OSHA expects full compliance with the Confined Spaces in Construction standard to reduce the average number of fatalities and injuries in confined spaces covered by this standard by 96 percent.
Workplace Hazardous Materials Information System (WHMIS) 2015 â€" Canada	The Workplace Hazardous Materials Information System, or WHMIS, is a comprehensive system for providing health and safety information on the safe use of hazardous products in Canadian workplaces. In 2015, the Government of Canada amended the Hazardous Products Regulations and the Hazardous Products Act to align WHMIS with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). WHMIS 2015 sets forth the roles and responsibilities of suppliers, employers, and workers. It also includes new harmonized criteria for hazard classification, and updated requirements for hazard labels and safety data sheets.
Safety at Work: A Systematic Approach	Do you ever find yourself wishing you had more control over the way you do your job â€" especially tasks related to your personal safety and health? Many safety programs are designed and implemented by managers, with the expectation that employees will follow the practices they prescribe. While employee health and safety is paramount, safety programs designed by management may fail to recognize why employees take the risks they do â€" even though they may have been trained in proper, safe procedures. Systematic approaches to safety at work, such as behavior-based safety, can be used to enhance the safety programs organizations have in place â€" tackling safety issues by involving employees at all levels of the organization â€" where changes to improve safety are driven by employees on up through management. In this way the collective experience of employees, like you, drive the change for safer work practices and conditions. This course explores the concept of behavior-based safety, how a behavior-based safety program is used to enhance safe behavior and a safety culture, as well as the roles and responsibilities of employees and management.
PPE: Personal Protective Equipment â€" Canada	This course covers types, selection, maintenance, and care of personal protective equipment (PPE) in the workplace. The types of PPE covered include hard hat, respiratory protection, hearing protection, and body protection. The content of this course is designed to comply with the intent of the applicable regulatory requirements.
Ladder Safety â€" Canada	This course provides information about the safe use of portable and fixed ladders. The intent of the course is to provide the learner with information about the hazards involved with the use of ladders and control methods that will greatly reduce these hazards.
Ergonomics in the Workplace - Canada	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to both office and industrial settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards.
Hand and Power Tool Safety â€" Canada	A variety of handheld tools are used in the workplace. This course will provide an understanding of the potential hazards associated with the use of hand tools and power tools, as well as the safety precautions required to prevent those hazards from occurring. Power tool hazards are addressed in the course by relating them to the power source used in them: pneumatic, liquid fuel, hydraulic, or powder-actuated. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. The learning objectives of the course are to identify general power tool safety precautions, define the purpose and correct usage of guards, specify which tools are equipped with safety switches, identify specific hazards and control measures related to the use of electric tools, recognize specific hazards and control measures related to the use of power grinders, understand specific hazards and control measures related to the use of pneumatic tools, identify specific hazards and control measures related to the use of powder-actuated tools, and identify specific hazards and control measures related to the use of hydraulic jacks.
Slips, Trips, and Falls â€" Canada	Slips, trips, and falls constitute the majority of general industry accidents. They cause 15% of all accidental deaths and are second only to motor vehicles as a cause of fatalities from accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. The learning objectives of the course are to list injuries that can result from slips, trips, and falls; identify fall hazards in the work area; describe the proper use of a ladder; specify how to set up a ladder; list tips to prevent injuries on stairs; describe how to minimize walkway hazards; and list contributing factors to slips, trips, and falls.
First Aid: Basic â€" Canada	First aid is the immediate care for victims of injuries or sudden illnesses, before professional medical treatment is available. It not only involves the victim's physical condition and emotional state, but the entire emergency situation. This training course will focus on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of emergency medical services (EMS). Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide you with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. Learner objectives are to describe how to appropriately respond to a medical emergency; state how to examine an accident victim for injuries; and recall basic first aid techniques used to treat injuries including severe bleeding, bleeding shock, fractures and dislocations of bones, and burns.
Forklift Safety Awareness â€" Canada	The purpose of this training is to help you during the initial stage of becoming a qualified forklift operator; one who has the skills and knowledge to operate a lift truck in a safe and proper manner. There should also be an element of practical, hands-on training to complement this course, prior to operating a forklift. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Job Hazard Analysis â€" Canada	This course is intended to provide information that will help improve the quality of work environments, reduce absenteeism, help maintain a healthier workforce, reduce injury and illness rates, and make workers feel good about their work. This course was specifically designed for supervisors and managers to help enhance existing techniques in job hazard analysis. The content of this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. The learning objectives of this course are to define job hazard analysis, identify jobs to select for analysis, recognize questions that should be asked when conducting an analysis, and describe the steps involved in an analysis.
Office Ergonomics â€" Canada	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in office and administrative type settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines and standards.
Portable Fire Extinguishers â€" Canada	This course is designed to protect employees and help prevent serious property loss from workplace fires. It identifies the various classes of fires, types of portable fire extinguishers, and actions to take in the event of a fire. It describes when and how to use portable fire extinguishers to put out small fires.
Office Safety â€" Canada	This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards, and office accidents and injuries such as electrical shock and falls. The content of this course is designed to comply with the applicable regulatory requirements. The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain, and electrical shocks.
DOT: Cross-border Requirements (US and Canada)	The United States and Canada share the world's largest and most comprehensive trading relationship. Each year, billions of dollars worth of goods are shipped between the countries, most by road and rail. In 1988, Canada and the US enacted free trade - an economic agreement that supports the trade of goods between countries without tariffs or other trade barriers. Mexico became a partner in 1994 in the broader North American Free Trade Agreement (NAFTA). But although Canada and the US have aligned many trade regulations and standards, each country still has specific requirements for transporting goods across the border, particularly those goods deemed dangerous or hazardous.
TOGAF Fundamentals - Enterprise Architecture Basics	This course will introduce the TOGAF framework and Enterprise Architecture and then goes deeper into how to develop architectures using the framework.
TOGAF Fundamentals - Content Framework and Capability Basics	This course will go over the auxilliary areas of TOGAF related to tracking architectural outputs, reference models, and building an Enterprise Architecture practice.

Course	Description
HR Competencies: Leadership and Ethical Practice	Behavioral competencies, such as providing leadership and behaving ethically at all times, help people â€" specifically HR professionals â€" in performing their jobs effectively and applying HR principles and practices to the success of the organization. This course introduces and discusses Leadership and Navigation and Ethical Practice, the first two of the eight behavioral competencies critical for HR professionals. You will explore some situational judgment examples to highlight the way HR professionals apply these competencies in their workplace. The content in this course is based on the Body of Competency and Knowledge (BoCK) 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
HR Competencies: Business Acumen and Relationship Management	Knowledge of HR systems, practices, and regulations is essential, but not sufficient, for the success of HR professionals. They must also have business acumen and a sound knowledge of their business and its environment. In addition, HR professionals need the ability to build strong and effective relationships with their business partners and other stakeholders within and outside the organization. Relationship management competency helps HR professionals in creating a positive work environment, ensuring more support, and contributing positively to both individual and organizational success. This course discusses these two key competencies, business acumen and relationship management. The course presents some situational examples to highlight the way HR professionals apply these competencies to their workplace. The content in this course is based on the Body of Competency and Knowledge (BoCK) 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
HR Competencies: Consultation and Critical Evaluation	Consultation and critical evaluation are two essential competencies for HR professionals. As internal consultants, HR professionals provide advice, counsel, and guidance to their organizational business partners and all stakeholders. As trusted advisors, they help address challenges in areas such as staffing, employee engagement, CSR, business and HR strategy development, global workforce, and employee relations. HR practitioners are also involved in the problem-solving and decision-making processes. This requires a thorough analysis and critical evaluation of the issues at hand. Critical evaluation for HR professionals means not taking anything for granted and, where necessary, challenging propositions. In this course, you'll explore the underlying architecture of each of these competencies and learn about business situations that highlight application of these competencies. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
HR Competencies: Global and Cultural Effectiveness and Communication	In a world where organizations operate with fewer national boundaries, HR professionals must have a global mindset and an appreciation of diversity. Having proficiency in global and cultural effectiveness means HR professionals value the perspectives and backgrounds of all the parties they interact with. Communication â€" the ability to effectively exchange information with stakeholders â€" is another crucial competency. Effective and timely communications with employees is needed to sustain their satisfaction and to address resistance to change. HR professionals need to be skilled communicators in order to interact and collaborate successfully with a variety of stakeholders in addressing business needs and challenges.
Management of People: Talent Acquisition and Retention	Building and maintaining a skilled workforce is HR's main responsibility. HR professionals are directly involved in planning, sourcing, recruiting, hiring, onboarding, orienting, and retaining the organization's employees. This course introduces workforce planning and global job market issues. You will learn how job analysis can be used to determine organizational hiring needs. Strategies for recruiting and selecting the most suitable candidates are outlined. Finally, you'll learn about key activities for successful onboarding and retention of new hires. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Management of People: Employee Engagement	Employee engagement is the personal and professional commitment that employees have to the organization and its goals. For HR professionals, it's a planned effort to link the shared interests of employees and the organization for their mutual benefit. More specifically, it's an employee relations strategy that enhances employees' personal investment, resulting in increased employee satisfaction and organizational productivity. In this course, you'll learn about key concepts and practices associated with employee engagement. You'll also learn how to assess engagement and look at measures to overcome behavioral and organizational issues to encourage employee engagement. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Management of People: Learning and Development	Continuous development of an organization's human resources is linked to several benefits. The learning and development (L&D) function of HR management comprises a systematic set of activities to help provide employees with key skills and competencies required on the job. The goals of the L&D function in organizations include aligning employees' skillsets with the organization's objectives, closing skill gaps, and enhancing overall capability of people and the organization. In this course, you'll explore theoretical and practical aspects of adult learning, training development and delivery, measurement of training effectiveness, and employee development programs in organizations. You will also learn about career development and career management. The content is based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Management of People: Total Rewards	Total rewards includes everything an employee perceives to be of value resulting from the employment relationship. It comprises all financial and non-financial incentives such as pay and allowances, leave, health and wellness benefits, employment insurance, retirement plans, and perquisites. Such rewards help to attract, motivate, and retain employees. HR professionals have organizational and fiduciary responsibilities in designing, administering, and maintaining total reward systems and programs aligned with organizational strategies and goals. This course presents the strategic framework for total rewards. You'll learn about compensation structure and systems, and employee benefits programs. You'll also learn about the statutory and global considerations for total rewards. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
Organization and HR: Structure of the HR Function	Acquiring, developing, motivating, and retaining people are at the core of the HR function. HR policies and practices must be structured in a way that enables people to fully apply their skills to the achievement of organizational goals. Every element of the HR function - strategy, organizational design, policies, and programs - needs to align with HR and business strategy. This course discusses the key elements of the HR function and how they connect with organizational strategy. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
Organization and HR: Organizational Effectiveness and Development	Organizational effectiveness and development (OE&D) is a systematic approach for enhancing the performance of an organization and its employees through planned interventions. Such interventions may focus on team performance, employee development, operational efficiency, organization structure, and productivity. OE&D efforts almost always involve some type of change in policies and practices, culture, and organization structure to align people and processes to organization goals. In this course, you'll learn about various issues relating to OE&D. The course also presents some examples of strategic and tactical interventions that HR professionals commonly apply. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Organization and HR: Workforce Management and Using Technology and Data	An organization's workforce translates its business objectives into reality. This is why the management of the workforce is so critical to an organization's success. Workforce management is a set of processes and systems that enable the organization to meet its talent needs and develop employees. HR professionals use IT and data analysis tools to manage the workforce effectively. Technological developments provide HR professionals with many opportunities to reduce the amount of time required to perform their administrative and managerial tasks. This course covers two key areas: workforce management and technology management. You'll learn about components of workforce management â€" requirement analysis, planning, and employee development. You'll also explore the role of the human resource information system (HRIS) in gathering, analyzing, and reporting of workforce information, as well as reviewing data analytics and technology for collaboration and communication. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Organization and HR: Employee Relations	Creating a positive work environment and maintaining positive employee relationships is important for many reasons. Organizations that have positive employee relations are more likely to have engaged and productive employees. Such organizations have employee-friendly policies that foster positive attitudes and cooperation. Weak employee relationships, on the other hand, can lead to complaints, disciplinary problems, and a dysfunctional work environment. This course deals with various aspects of employee relations. You'll learn about the rights and responsibilities of employers and employees, international and third-party stakeholders who affect employee relations, the role of regulations and unions, and the challenges in building and maintaining positive employee relations. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Workplace Management: Global HR, Diversity, and Inclusion	Recognizing and responding to global initiatives, current events, and trends can influence both domestic and global business practices. In this course, you'll learn about human resources in a global context. The course provides an overview of global HR trends and strategies, as well as legal systems and practices. HR's role in globalization is explored, along with approaches for enhancing diversity and inclusion. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Workplace Management: Risk Management	HR plays a critical role in all aspects of risk management, including developing, implementing, and overseeing the execution of programs, practices, and policies that mitigate risk to support organizational strategies. HR professionals are central in collecting and disseminating risk information to help the organization become adept at mitigating and handling risk. In this course, you'll learn about core HR functions: organizational risk management, workplace safety and security, and crisis management. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Workplace Management: Corporate Social Responsibility	The HR professional plays a critical role in the development of a corporate social responsibility (CSR) strategy, giving consideration to a number of contemporary challenges on a global scale. The HR professional is also involved in the development of strong corporate governance and a values-based code of conduct. In this course, you'll learn about the evolving definition of CSR and its components, corporate ethics and compliance, and best practices. The course contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While this course helps learners prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.
Workplace Management: Employment Laws and Regulations	The HR practitioner must continuously maintain a working level of knowledge regarding laws and regulatory standards that impact the organization's relationship with its employees and that serve to protect the interests of both parties. Organizational noncompliance may lead to financial penalties and other indirect costs, such as reputational impacts. In this course, you'll learn about a number of federal laws and standards and their amendments, covering areas of compensation, employment, health and safety, employee relations, and employee protection. The course contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.
Human Resource Strategy Management: Strategic Planning	Corporate strategy is critical in aligning culture, competencies, and efforts to meet organizational goals. HR can be involved at various levels in high-level strategy, as well as the functional HR unit strategy. Key to this is HR's role in ensuring that the functional unit strategy is driven by and adheres to the corporate-level strategic goals. This course will give you an overview of corporate strategy, the strategic planning process, and tools used in collecting strategic information. The course contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While this course helps learners prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.
Human Resource Strategy Management: Business and HR Strategy	The cross-functional role of HR puts it in an ideal position to contribute effectively to the formation of organizational strategy. The inherent features of the HR function, in terms of communication and human resource placement, greatly benefit implementation of strategy. HR's role in evaluating strategic performance is key to moving an organization in the right direction. In this course, you'll get an overview of the final three stages in the strategic planning process: the development of organizational and HR strategy, implementation, and evaluation. The path contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the curriculum helps learners to prepare for the SHRM certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.
Advanced HR Management: Competencies for Senior HR Professionals Part I	Senior HR professionals face a different set of challenges than other members of the HR Department. Knowledge of HR strategy, systems, practices, and regulation is important for senior HR but not adequate to perform in this role. Behavioral competencies, such as providing leadership and behaving ethically, are equally important, as are business acumen and the ability to build relationships with business partners and other stakeholders. This course discusses the advanced and more strategic aspects of four HR behavioral competencies: Leadership and Navigation, Ethical Practice, Business Acumen, and Relationship Management. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.
Advanced HR Management: Competencies for Senior HR Professionals Part II	As internal consultants and trusted advisors, senior HR professionals provide advice, counsel, and guidance to business partners and other stakeholders. These HR practitioners are also involved in extensive problem solving and decision making, processes that require a thorough critical evaluation of the issues at hand. In a highly globalized world, senior HR professionals must have a global mind-set and an appreciation of cultural diversity. Communication â€" the ability to effectively exchange information with stakeholders â€" is another crucial competency for senior staff. In this course, you'll learn about four essential competencies for senior HR professionals: consultation, critical evaluation, global and cultural effectiveness, and communication. The course also presents examples of how skilled HR professionals apply these competencies in the workplace. The content is based on the Body of Competency and Knowledge (BoCK), 2015 for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.

Course	Description
Advanced Human Resources Management: People and Organization	Managing people, the organization, and the workplace environment is at the core of senior HR's organizational role. In this course, you'll learn about some of the strategic and global issues relevant to senior HR professionals. The spectrum of people and issues related to their relationship with the organization are discussed in depth. In addition, the course presents an overview of the structure and role of the HR function and how HR enhances organizational effectiveness. Resource issues such as management of workforce and use of technology in HR are covered. Finally, the course looks at ways to maintain positive relations between the organization and its employees and their representatives. The course contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While this course helps learners prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.
Advanced Human Resources Management: Workplace and HR Strategy	Senior HR professionals face a number of challenges that call for advanced competency and domain knowledge in globalization, diversity and inclusion, managing organizational risks and corporate social responsibilities, and aligning strategy to organizational goals. In this course, you'll learn about HR in the global context, workplace diversity and inclusion, risk management, and HR and strategy-related issues relevant to senior HR professionals. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.
Agile Principles, Methodologies, and Mindset	In this course, you will be introduced to Agile project management, including the core values and principles outlined by the Agile Manifesto. Agile projects are characterized by the use of short work iterations and incremental development of products, made possible by focusing on business priorities and customer value. The course provides an introduction to common Agile methodologies, and discusses the considerations for adopting an Agile approach. It also covers the creation of an Agile product roadmap and it discusses contracts and documentation in the context of an Agile project. This course is aligned with the Agile Certified Practitioner exam objectives developed by the Project Management InstituteÂ® and Certified ScrumMaster learning objectives.
Agile Planning	Agile projects are characterized by the use of short work iterations and incremental development of products, made possible by focusing on business priorities and customer value. The focus of this course is on release planning which is the first of three Agile planning levels. During release planning, this product vision is shared with the development team and discussed in detail to ensure the proper requirements, conditions of satisfaction, and priorities are established. The course then moves into the requirements gathering and analysis phase, with the use of high-level use case scenarios. It provides instruction and practice on developing user stories, which have become the choice method for many Agile teams for clearly defining customer-centric requirements or features. Preparing estimates is not an area of project planning that many people really enjoy. That is, until they learn to do it the Agile way. This course focuses on the heart of release planning: creating estimates and prioritizing requirements. You will learn common Agile methods for estimating the size of user stories, such as planning poker, and guidelines for splitting and combining user stories. Along with estimating, another key task during release planning is prioritizing user stories to create the project backlog. You will learn the MoSCoW technique for prioritizing user stories, as well as the more sophisticated prioritization tools: the priority matrix and the Kano model of customer satisfaction. You will also learn about a visual approach some Agile teams use to create a backlog story map. Finally, the course provides information on how initial team velocity may be determined and used to distribute the user stories among iterations as the final step in release planning. This course is aligned with the Agile Certified Practitioner exam objectives developed by the Project Management InstituteÂ® and Certified ScrumMaster learning objectives.
Planning and Monitoring Iterations in Agile Projects	Agile projects are characterized by the use of short work iterations and incremental development of products, made possible by focusing on business priorities and customer value. This course focuses on the activities performed during the planning and execution of a project iteration, or sprint. During release planning - the previous phase in the overall Agile planning process - the team creates an ordered list of project features in the form of the product backlog. Iteration planning is the process of creating an iteration (sprint) backlog that contains more specific detail regarding work items that have been assigned to the upcoming iteration. This course provides a look at the iteration planning process and the creation of the iteration backlog. It also explores how to create a schedule and use principles of buffering. The course goes on to cover key tools and methods used by Agile teams to monitor and report project progress, both at the iteration level and at the overall project or release level. It also covers Agile risk management, testing quality processes and continuous integration. This course is aligned with the Agile Certified Practitioner exam objectives developed by the Project Management InstituteÂ® and Certified ScrumMaster learning objectives.
Engaging Agile Stakeholders and Leading Agile Teams	Agile projects are characterized by the use of short work iterations and incremental development of products, made possible by focusing on business priorities and customer value. This course highlights the importance of stakeholder engagement, collaboration, and communication during agile planning and development projects. It discusses the role of stakeholders and how the Scrum Master or agile project leader must encourage active involvement to ensure the team has a clear understanding of the project requirements and stakeholder expectations. Having a good team and quality leadership is key for the success of any project, but in agile development it is crucial. This course also takes a close look at agile teams and team leadership, including the unique skills and roles of the agile project leader and the characteristics of the team as a whole. You will see how traditional project managers can adopt a new mindset that allows them to thrive in the agile environment, and to take on a coaching, leading, and facilitating role. This course is aligned with the Agile Certified Practitioner exam objectives developed by the Project Management InstituteÂ® and Certified ScrumMaster learning objectives.
Introduction to Business Analysis	Organizations often implement process changes and new system implementations without fully thinking them through or planning them carefully. This leads to loss of time, money, and other precious resources. A business analyst's aim is to ensure that the needs of the organization and its stakeholders are well understood and to design solutions that will meet those needs while creating value. This course provides an overview of business analysis and foundational terms and concepts used by business analysts who work in the field. It describes the six knowledge areas of business analysis as described in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) v3. This course will assist learners in preparing for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis Planning and Monitoring	Well-performing organizations generally recognize the value that a business analyst brings to a project in terms of delivering well designed solutions that meet stakeholder needs and fulfil project objectives. Business analysts meet these demands through proven methods for planning the business analysis approach and monitoring the approach through the life of the project. In this course, you'll explore an overview of the inputs, guidelines, and techniques that are used to plan and monitor a business analysis approach as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis Elicitation and Collaboration	The starting point of designing and implementing solutions is a thorough understanding of stakeholder needs and the tools required to achieve this task. The ability to recognize and define a problem or opportunity enables the creation of the right solution. The key to designing effective solutions is eliciting useful information from stakeholders by fostering good relationships, establishing strong collaboration, and monitoring stakeholder activities. In this course, you'll explore an overview of the inputs, guidelines, and techniques that are used in Elicitation and Collaboration as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis and Requirements Life Cycle Management	The requirements life cycle guides business analysts in managing requirements throughout their life span. The relationships between requirements and designs must be understood, traced, and approved to ensure solutions meet stakeholder needs. In this course, you'll learn about the tasks in the Requirements Life Cycle Management knowledge area. The course covers the components of each task, namely the inputs, elements, guidelines and tools, techniques, outputs, and stakeholders, as described in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing learners for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis and Strategy Analysis	Before the solution to a business problem can be implemented, a business analyst must perform a strategy analysis. This involves assessing the organization's current state, as well as its desired future state, to determine what the change strategy will look like. In addition, the business analyst must assess the risks of making proposed changes and decide whether the benefits outweigh the costs. In this course, you'll learn about tasks under the Strategy Analysis knowledge area as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide), Version 3.0 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis and RADD: Requirements Definition	The development of requirements that represent value to stakeholders and align with business goals are the backbone of any change initiative. Business analysts work throughout a project to ensure requirements continue to meet these criteria. In this course, you'll learn about the first three tasks in the Requirements Analysis and Design Definition knowledge area as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis and RADD: Design Definition	Once requirements are specified, verified, and validated, it's time to define the requirements architecture to ensure requirements support each other in meeting objectives. After that, design options are developed and analyzed. The analysis and design tasks culminate in a recommended solution. In this course, you'll learn about the last three tasks in the Requirements Analysis and Design Definition knowledge area as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3.0 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis and Solution Evaluation	After a solution has been partially or wholly implemented, a business analyst measures its effectiveness and ability to deliver the expected value to stakeholders. This involves measuring performance and identifying limitations or constraints that are keeping the solution from reaching its full value potential. The business analyst then recommends actions for overcoming any limitations. In this course, you'll learn about the Solution Evaluation knowledge area, including the tasks involved and their components as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Java SE 8 Programming: Concurrency, Parallelism, the JDBC API, and Localization	Java, an object-oriented programming language, is one of the most widely used development languages in the world today. It allows programmers to create objects that can interact with other objects to solve a problem. This course covers how to implement parallelism with the Fork-Join framework and it covers using parallel streams. It explores the layout of the Java database connectivity application program interface or JDBC API, as well as connecting to a database by using a JDBC driver, submitting queries and getting results from the database, specifying JDBC driver information externally, and using transactions with JDBC. The advantages of localizing an application, defining locales, building a resource bundle for each locale, calling a resource bundle from an application, changing the locale for a resource bundle, and formatting text for localization by using NumberFormat and DateFormat are also covered. This course can be used to as part of preparation for the Oracle Certified Professional, Java SE 8 Programmer II exam.
Global IT Security Basics	Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. This course focuses on common pitfalls in IT security by end users, highlighting how seemingly harmless actions by employees can give opportunistic hackers access to sensitive organizational data and systems. The course also provides employees with common sense guidelines dealing with areas such as mobile security, online security, password security, and malicious e-mails.
Global Diversity	The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures, ethnicities, beliefs, and languages. But not all organizations have the strategic foresight to tap in to the wealth of human capital available to them. Even when there is commitment from leadership, inclusion and diversity goals don't always make it through to the workplace. To leverage the full potential of the workforce, it's important for organizations, managers, and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly.
Canadian Anti-Spam Act	On July 1, 2014 Canada's anti-spam legislation (CASL) came into effect. If your business or organization uses electronic channels to promote or market itself, its products or services, CASL may affect how you do business. Three government agencies are responsible for enforcing CASL, but the primary enforcement responsibility belongs to the Canadian Radio-television and Telecommunications Commission (CRTC). The CRTC investigates activities that may be in violation of CASL, and if violations are found the CRTC can set administrative monetary penalties for the violation. This course focuses on the provisions of CASL that apply to businesses and organizations and the employees who participate in the commercial activities CASL is designed to regulate.
Global Import Compliance	All businesses that import goods into the United States must comply with the laws and regulations governing imports. Without trying to address each regulation in detail, this course provides awareness-level training on compliance with some of the major provisions governing imports as found in the Tariff Act of 1930, the Customs Modernization Act, Title 19 of the Code of Federal Regulations (CFR), and the Harmonized Tariff System of the United States (HTSUS). It focuses on the all-important standard of 'reasonable care' and the use of the Reasonable Care checklist as formulated by US Customs and Border Protections (CBP), the agency responsible for administering customs and other laws affecting imports into the United States. The course will help users apply the checklist in practical ways to ensure or enhance compliance with import regulations in company-specific situations. Employees are given practical tools to support their company's compliance program and to help their company reduce exposure to costly import violations, including possible civil and criminal penalties, and the disruption of business operations. In the process of compliance with regulations governing imports, such as classification, valuation, country of origin, and others, the user will also gain knowledge that could result in more favorable treatment of and the potential for cost savings and duty refunds.
Global Fraud	Regulators worldwide are cracking down on failure of any kind in internal governance and checks and protocols, which requires companies to ensure that their employees are acting responsibly and transparently. In turn, companies have adopted zero-tolerance for fraud and employees have been made partners in the fight against fraud. Because the level and type of fraud varies from company to company, it's important that employees understand what fraud is and how it could arise in their organization. What this means for employees is that they are responsible for not only avoiding engaging in fraud themselves, but also preventing and reporting it. This course explores fraud and offers ways employees can prepare themselves to avoid, prevent, and report incidences of fraudulent activity where they suspect it has or may occur.
Global Business Ethics	In today's business environment, companies are under intense scrutiny in the media, by investors, and by customers over the way they operate. People prefer to do business with companies and individuals that share their values, and avoid business that they feel are unethical, secretive, or corrupt. Organizations and their employees who hold themselves to high ethical standards often reap the rewards of fair and honest business practices, both financially and in terms of public opinion. In this course, you will learn the traits and benefits of ethical conduct, as well as how to identify unethical behavior, and what to do when you have questions.

Course	Description
Introduction to Ubuntu	In this course, you will learn how to install, configure, and update your Ubuntu Desktop. This course includes some of the fundamental tools needed in managing the Ubuntu operating system.
Essential Tools for Ubuntu	In this course, you will learn some of the important tools and software available in Ubuntu. This course includes important command line utilities and gives an introduction to setting up a working web server.
Red Hat Certified System Administrator: The Environment	Gnome and the Bash shell are two of the most used interfaces in Red Hat Enterprise 7 for managing the system. Understanding these two interfaces is critical for administratoring a Red Hat Enterprise system. In this course you will learn the basic usage of Gnome and how to configure some of its properties. You will also get an introduction to the Bash shell command line environment. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: The Command Line	The command-line interface in Linux is a very powerful tool that is critical when administering a Linux system. In this course you will learn some of the more powerful features of the shell including how to use one command as input into another, how to edit files, run scripts, and use common commands that makes an administrators job easier. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Administration and Permissions	Two tasks that almost all administrators have to perform on Linux is User and Software administration. In this course you will learn how to install, update, and maintain software packages and how to manage users, groups, and file permissions for those users and groups. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Scripting and Scheduling	Scripting and scheduling are fundamental to advanced administration of a Linux system. In this course you'll learn about the building blocks of scripts, how to write and use scripts, and how to schedule jobs, including how to schedule your own scripts. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Processes, Networking, and Logging	All Linux Administrators must know how to manipulate and manage processes, be able to configure networking, and know how the logging system works. This course provides an introduction to Processes, Services, and Daemons and how to manage them in Linux. You will also learn about networking and how to configure basic networking on a Linux system. Then you will learn about the system logs and how to access and use them. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Advanced Networking	Linux networking can be very complex and being able to use the features and tools effectively is a fundamental requirement for any System Administrator. In this course you will learn how to configure many fairly common or standard Linux network services and be able to configure the built-in firewall to secure the system. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Remote Connections and Access	Being able to remotely administer and access a server is a very common Linux Administrator task. In this course you'll learn about the tools that are available to use or administer a remote Linux box and how to configure a system for allowing remote administration. You will also learn how to use and provide Network Filesystems. This course also covers how to use third party Directory Services for authenticating user access to a Linux system. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: File Systems and Device Management	As a System Administrator you need to know how to manipulate file systems, partitions, and volumes in order to effectively build and expand Linux systems. In this course you will learn about the different Linux filesystems and how to use them. You will also learn about the Physical and Logical disks and volumes and how they can be manipulated and used in multiple configurations within a Linux system. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Boot Process and Installation	A fundamental skill of all Linux System Administrators is the ability to install the operating system and deal with any Boot issues. In this course you will learn about the boot process and how to install RHEL. This course will also cover some common boot and installation issues and how to deal with, or troubleshoot, those problems. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: Introduction to Virtualization	Virtualization is an essential tool in every System Administrators toolbox, and Linux provides a wealth of tools and options to maximize the use of hardware resources. In this course, you will learn how to use Virtualization in Linux to Host Virtual Machines and to run RHEL as a Guest on a VM Host. You will also learn how to automate installs using the Kickstart tool. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Red Hat Certified System Administrator: SELinux and Troubleshooting	Security is of paramount concern to any System Administrator and must always be considered when deploying, altering, or maintaining any system, including Linux. This course will introduce you to SELinux and how to use it to secure a running Linux system. In this course you will also cover some common troubleshooting skills that every System Administrator should know in order to maintain a well working Linux system. This course is one of a series in the Skillsoft learning path that covers the objectives for the Red Hat Enterprise Linux 7 RHCSA exam (EX200).
Mentoring 1Z0-808 Java SE Programmer 8	Skillsoft Mentors are available to help students with their studies for exam 1Z0-808 Java SE Programmer 8. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Microsoft Windows 10 First Look: Interface and New Features	Microsoft Windows 10 includes several improvements to previous operating systems, as well as several new built-in features. This course will provide a brief introduction to the new interface and features of Windows 10, including the Universal Apps, Cortana, Edge, and the new command prompt. This course is one of a series that provides a first look at the new Windows 10 operating system.
Microsoft Windows 10 First Look: Configuration	In order to unlock the full potential of the new features of Microsoft Windows 10, you need to understand how to use the features as well as the configuration options available. This course provides information on how to access the features configuration menus, and how to set them up for use. This course is one of a series that provides a first look at the new Windows 10 operating system.
Microsoft Office 365: Applications	Microsoft Office 365 provides access to a range of online Office applications for business users, including Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Lync, and others. In this course, you'll be introduced to the online applications and their uses. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365.
Microsoft Office 365: Document Management	Microsoft Office 365 provides access to a range of online Office applications for business users, including Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Lync, and others. In this course, you'll learn how to share, collaborate on, print, and manage documents and e-mail using the Office 365 applications. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365.
Microsoft Office 2016: First Look Modern Productivity	Office 2016 offers a suite of applications that helps businesses and end users automate common tasks such as creating documents, spreadsheets, and e-mail messages; managing projects and diagrams; and collaborating with others. In this course you will learn about some of the new functionality and collaboration features available in Microsoft Office 2016 applications including Word, Excel, Outlook, PowerPoint, and Access.
Microsoft Office 2016: First Look Functionality and Collaboration	Office 2016 offers a suite of applications that helps businesses and end users automate common tasks such as creating documents, spreadsheets, and e-mail messages; managing projects and diagrams; and collaborating with others. In this course, you will learn about some of the new functionality and collaboration features available in Office 2016 applications such as Outlook, Project, Visio, and Skype for Business.
Microsoft Windows - Managing Enterprise Devices and Apps: Managing Applications	System Center 2012 Configuration Manager differs from previous SCCM versions in the way that applications are managed. Applications differ from packages and this gives increased flexibility in your choices for application deployment and management. In this course, you'll learn about all facets of application management in System Center 2012 R2 Configuration Manager, including application virtualization using App-V. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Software Updates	Mobile devices are now common in the workplace, either company owned, or bring your own device or BYOD. You need a way to manage this proliferation. A key target for malicious software is unpatched and non-updated software running on network hosts. In this course, you'll learn about management of mobile devices using Windows Intune. You'll also learn about software updates using System Center 2012 R2 Configuration Manager. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Compliance	System Center 2012 R2 Configuration Manager includes sophisticated endpoint protection to protect PCs from malware and other threats. One of the biggest advantages in centrally managed IT is the way you can manage compliance. In this course, you'll learn about the installation of endpoint protection, and configuring compliance settings and baselines in System Center 2012 R2 Configuration Manager. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Microsoft Windows - Managing Enterprise Devices and Apps: Site Management	System Center 2012 R2 Configuration Manager offers unparalleled insight into the status of any managed client machine. Clients are organized over sites and site management is an important task for administrators. In this course, you'll learn about the whole range of client health management, from determining status to remotely connecting to address issues. You'll also learn about suite management, from creating maintenance plans to backup and restore. This course is one of a series in the Skillsoft learning path that covers the objectives for Microsoft certification exam 70-696 Managing Enterprise Devices and Apps.
Windows PowerShell Desired State Configuration Fundamentals	PowerShell Desired State Configuration (DSC) can be used to significantly improve the way an organization defines, reports on and manages server and workstation configuration states. In this course, you will learn about what DSC is, how it works, different approaches to implementing it, and how to consistently configure and maintain individual workstation nodes as well as entire server farms, all the way from Development to Test to Production.
Oracle Database 12c - Introduction to SQL: Relational Database and SQL Developer	Since Oracle Database 12c is an object-relational database management system, an in-depth understanding of the theoretical and physical aspects of a relational database is a fundamental requirement for a skilled database administrator and developer. This course will teach you about data models, the Entity Relationship Model, the Oracle (HR) sample schema, and the features of SQL Developer â€" Oracle's free integration development environment. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1ZO-061). The exam is part of the Oracle Certified Associate certification.
Oracle Database 12c - Introduction to SQL: SQL*Plus and SELECT Statement	SQL*Plus is an interactive and batch query tool that is installed with every Oracle Server and client installation. This course will teach you the features and functionality of SQL*Plus. You will learn to retrieve data using the SQL select statement including arithmetic expressions, Null values, column aliases, literal strings. You will also learn how to deal with duplicate rows. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1ZO-061). The exam is part of the Oracle Certified Associate certification.
Oracle 12c Performance Tuning: Introduction	The Oracle RDBMS engine has been around for many years, and over the course of its existence, there have been many methodologies in how to go about troubleshooting performance problems. This course will provide a modern-day approach on how to confront these types of challenges, with particular attention to making use of features available in the 12c version of the database. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1ZO-064).
Oracle 12c Performance Tuning: Automatic Workload Repository	This course introduces the Automatic Workload Repository, which is the infrastructure that provides services to Oracle Database components to collect, maintain, and use statistics for problem detection and self-tuning purposes. The Automatic Database Diagnostic Monitor is also discussed, and we will see how Active Session History can assist in more granular problem solving situations. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1ZO-064).
Six Sigma and Measurement System Analysis	Measurement system analysis tools and techniques are used during the Measure stage of the DMAIC methodology to determine how much measurement system variance is contributing to overall variance. The factors affecting precision and accuracy must be well understood, evaluated, and mitigated. In this course, you'll explore the concepts and basic methods used in measurement system analysis, such as the assessment of bias, linearity, and stability, which are measures of accuracy. You'll also learn how to carry out a gauge repeatability and reproducibility (GR&R) study to assess the precision of a measurement system. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams.
Lean Tools and FMEA in Six Sigma	Lean is a continuous improvement initiative that streamlines processes and improves overall performance by identifying and eliminating waste and non-value-added activities. This course shows you how to use Lean tools, such as 5S, the eight wastes, and value stream analysis to identify and eliminate waste in service and manufacturing processes. You will also learn how to conduct a Failure Mode and Effects analysis (FMEA), which is a technique used to identify potential failures in a process and assess the risk they pose. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Six Sigma Data Analysis and Root Cause Analysis	During the Analyze stage of a Six Sigma project, statistical data analysis is used to assess process performance and identify problem areas. The primary tool for presenting process data is the probability distribution graph, which is studied during data analysis. Another key type of analysis is root cause analysis, which uses tools such as 5 Whys, process mapping, relational matrix charts, and force-field analysis. In this course, you will learn about each area of analysis and the tools used. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma	During the Analyze stage of a Six Sigma project, teams use statistical tools such as correlation analysis, regression analysis, and hypothesis testing. An improvement project can greatly benefit from these tools. They provide information regarding which key inputs are affecting outputs and how to tweak inputs until the desired results are achieved. Then new results can then be tested to ensure the changes are due to the changes that were implemented. The course examines correlation analysis, regression analysis, and hypothesis testing. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and also to become productive members on their Six Sigma project teams.
Six Sigma Improvement Techniques	During the Improve stage of a project, specific tools allow a Six Sigma team to implement solutions to address the causes of an identified process issue. For example, a timely and productive application of kaizen allows an organization to eliminate waste, streamline processes, reduce costs, and create a Lean culture in the organization. Cost-benefit analysis is another important tool used to determine whether an improvement initiative is worthwhile or to select the best solution. In this course, you'll learn about some of the common Lean tools used in continuous improvement, including kaizen and kaizen blitz, the plan-do-check-act cycle, and cost-benefit analysis. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
Control Tools and Documentation in Six Sigma	During the Control stage of a Six Sigma DMAIC project, teams monitor and control improved processes in order to sustain continuous gains. In this course, you'll be introduced to basic control tools and documentation. You'll also learn about control plans, control charts â€" how they're built and used to monitor process performance â€" and the importance of documentation as a tool for maintaining process control. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward their certification and to become productive members on their Six Sigma project teams.
Working with Chef: Fundamentals	Chef is a configuration management tool that is used to streamline the task of configuring and maintaining company's servers. Chef uses recipes or cookbooks to describe how Chef manages server applications and utilities and how they are to be configured. In this course, you will learn how to create recipes and cookbooks and understand the Chef vocabulary. You will also learn about various Chef installations, Chef roles, and Chef tools.
DevOps Fundamentals: Tools, Technologies, and Infrastructures	DevOps is a software methodology where the operations and development staff participating together in the entire service lifecycle, from the design phase through to the development and production phases. In this course you will learn the fundamentals of the DevOps methodology, and the principals and processes of the DevOps workflow. You will also be introduced to various DevOps tools such as JIRA, Confluence, Bitbucket, GitHub, and HipChat and how they are used for processes such as collaboration and code sharing.

Course	Description
Using Puppet: Implementation and Benefits	Puppet is an open source configuration management tool. Puppet is closely coupled with the DevOps methodology and is implemented with its own declarative language (or Ruby). Mostly used by system administrators, Puppet automates the configuration, provisioning and management of physical and virtual servers. With automation, Puppet eliminates the errors that occur with manual tasks. In this course, you will learn the core concepts of Puppet, and how to configure Puppet for your organization.
Using Puppet: Configuration and Programming	Puppet is an open source configuration management tool. Puppet is closely coupled with the DevOps methodology and is implemented with its own declarative language (or Ruby). Mostly used by system administrators, Puppet automates the configuration, provisioning and management of physical and virtual servers. With automation, Puppet eliminates the errors that occur with manual tasks. In this course, you will learn how configure Puppet and manage its resources. Puppet programming, implementation, and troubleshooting techniques will be discussed and demonstrated.
Using Vagrant: Introduction	Vagrant is an open source virtualization tool and is closely coupled with the DevOps methodology. Mostly used by developers and system administrators, Vagrant automates the provisioning of virtual servers. With automation, Vagrant eliminates the errors that occur with manual tasks. Automation also allows an almost unlimited number of virtual servers to be created instantaneously. In this course, you will learn the core concepts of Vagrant, and how to use Vagrant in your organization.
Using Vagrant: Configuration	Vagrant is an important open source virtualization tool used by developers and system administrators to automate the provisioning of virtual servers in an organization. It is closely coupled with the DevOps methodology and is mostly used by developers and system administrators to automate virtualization. With automation, Vagrant eliminates the errors that occur with manual tasks. Automation also allows an almost unlimited number of virtual servers to be created instantaneously. In this course, you will learn the core concepts of Vagrant, how to configure and use Vagrant to provision virtual servers, and how to use Vagrant in your organization.
Time Management: Too Much to Do and Too Little Time	Do you sometimes feel you have too much to do and not enough time to do it in? You aren't alone. It can be frustrating when you're expending a lot of energy but not sure you're doing it in the right places for the right reasons. Having goals is a good start. But do your goals align with your organization's goals for you? When goals shift and change and you don't know which are most important and to what degree you're supposed to be attending to them, it can get confusing. You have to be clear on where you're headed and why, otherwise your work getting there will be scattered and you won't make the best use of your time. In this course, you'll learn how to get clarity around what's most important â€" your goals â€" by ensuring they're aligned with those of your organization, so you can prioritize your work based on those goals.
Time Management: Quit Making Excuses and Make Time Instead	As much as we wish we could, no one can really make time on the clock. You can't add a 25th hour to the day to get more stuff done â€" but you can make better use of the 24 hours that you do have. Everyone is capable of becoming a more effective time manager, of organizing their efforts to get more done. All it takes is deciding to seize control of your own time, and then taking small steps in the right direction. In this course, you'll consider how you're spending your time now and what you can do to spend it more wisely and productively. You'll also learn to block the time stealers that interfere with your productivity, use to-do lists and schedules to organize your time and tasks, and develop a regular habit of checking in with your plans to make sure you're getting them done.
Time Management: Ready, Setâ€¦FOCUS!	You may have a strong sense of your priorities, an organized desktop, and a well-planned routine, but none of that will get the job done. Now it's up to you to focus â€" and do it. Many challenges will arise that threaten your focus: distractions, messages, drop-in visitors, competing tasks; not to mention internal saboteurs like temptation, multi-tasking, and procrastination. Any of these can derail your attention and deplete your time, leaving you feeling ineffective and overwhelmed. How do you focus? In this course, you'll learn how to use both personal and interpersonal skills in very specific ways to keep yourself on track for accomplishing your goals. You'll find out how to manage your internal focus deficiencies, make your environment work for you, gracefully decline requests when you need to, and refocus when circumstances change. Get ready to get things done.
The Keys to Sustainable Change	Change is one of the few things that are almost assured in your working life, regardless of the nature of your business or your position. Times change, and organizations as well as work processes must change with them. Even though this is the case, change is challenging â€" and if it's not done right, it might not have the impact you envision. In this course, you will learn methods to use in gathering success factors from the sponsors and owners of the change initiative, build skills in developing initial statements of scope to support change initiatives, learn how to identify key stakeholders and stakeholder groups who must change and those who must be considered for inclusion to achieve desired change, and learn how to assess the Three Keys to Sustainable Change â€" discomfort, vision, and skills.
Planning for Change	Failing to plan is planning to fail. Change project managers need to understand the role of the guiding coalition, and the appropriate level of involvement it has based on the rigor of the change project at hand. They also must understand how to assign levels of influence, assess, and interpret stakeholder input. Additionally, you need to facilitate the creation of a code for change - outlining the behaviors that will support the change and, in some instances, how members of the organization will be held accountable. The correct application of a guiding coalition, stakeholder influence, and a code for change will help make your change effort succeed.
Implementing and Sustaining Change	Change is hard. As a change leader, you'll bump up against resistance, doubt, discouragement, and apathy that can quickly erode any initial success. Understanding why change is so difficult for people gives you an edge for answering resistance, overcoming skills and information gaps, and moving the organization into a new way of thinking and behaving.
Get Your Project off the Ground	To put it bluntly, if you don't know why you're doing a project and who's supporting it, you're heading for failure. At the start of any project, you and your team members should make sure that the project purpose is clear, that senior management will support the endeavor, and that stakeholders have been identified. Then you can establish project requirements and determine key activities and milestones â€" all the things that help define and clarify the project and guide it to its successful conclusion. In this course, you'll find out about the importance of clarifying the main project elements at the beginning of a project, as well as how to identify the key project stakeholders. You'll also learn about collecting project requirements, clarifying a project's scope, and setting key milestones.
Data Management and Device Security	Data security is a key component in managing Windows devices and cloud-based services. This course addresses security principles required for sharing data and how to authenticate securely. It is one in a series of courses that prepares learners for exam 98-368: Windows Devices and Mobility Fundamentals, which serves as a credit towards the Microsoft Technology Associate certification and allows students to attain a Microsoft certification, which may later upgrade to a MCSA or even MCSE certificate.
Cloud Services and Enterprise Mobility	Cloud-based systems provide businesses with increased flexibility, scalability, and productivity. This course addresses the different types of cloud-based services available from Microsoft, and explores the specifics of both Azure and Intune. It is one in a series of courses that prepares learners for exam 98-368: Windows Devices and Mobility Fundamentals, which serves as a credit towards the Microsoft Technology Associate certification and allows students to attain a Microsoft certification, which may later upgrade to a MCSA or even MCSE certificate.
Getting Started with Maven	Apache Maven is an open-source standards-based project management tool. Using a project object model (POM), it provides functionality for project build management, reporting and documentation. This course covers how to set up Maven and build and test projects. You'll learn how to navigate the project structure and the pom.xml, and you'll learn about repositories and dependency management. You'll learn about Maven project lifecycle phases, goals and associated plugins, and how to use archetypes to create projects. You'll also learn how to manage multi-module projects and use build profiles.
Cucumber Fundamentals	Cucumber is a tool that supports behavior-driven development. Stakeholder requirements can be specified using plain text within features and scenarios, which can then be used for automated testing during development and for documentation when the product has been developed. While scenario steps are generated using plain text with a structure provided by a syntax called Gherkin, the steps that make up the scenarios are matched with step definitions coded in the language of the underlying platform. Cucumber is implemented for a number of different platforms including Ruby, Ruby on Rails, Java, Clojure, and Python. This learning path will cover how to create features and scenarios and steps using Cucumber-Ruby. You will learn how to optimize and organize features and scenarios. You'll learn how to work with message queues, asynchronous behavior, and databases. You'll also learn how to test Representational State Transfer application program interfaces or REST APIs using Cucumber, and you'll learn how to troubleshoot Cucumber scenarios.
Defensive Coding Fundamentals for C/C++	Defensive programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs or actions. In this course, you will explore the fundamentals of defensive programming including inspections, testing, input validation, error handling, planning, methods, variables, assertions, and iterative design.
Defensive Coding for C/C++	Defensive programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs or actions. In this course, you will explore common risks to C/C++, how to defend against common attacks, the best way to deal with user input, and finally, you'll explore some best practices for creating defendable code.
Thinking Defensively about Functions, Methods, and Input	Defensive Programming in iOS has to do with using coding practices and techniques to create apps, that are reliable and resilient. In this course, you will learn about thinking defensively when creating functions and methods, and also when working with inputs to your programs.
Managing Network Interaction	Defensive Programming in iOS has to do with using coding practices and techniques to create apps that are reliable, predictable, and resilient. This course will teach you about methods and best practices for interacting safely and easily with the Internet from within an iOS app.
Errors, Exceptions, and Testing	Defensive Programming in iOS has to do with using coding practices and techniques to create apps, that are reliable, resilient, and easily testable. This course will teach you about thinking defensively in your approach to errors and exception handling, and also how to create automated tests for iOS apps.
Protecting Data in iOS Apps	Defensive Programming in iOS has to do with using coding practices and techniques to create apps that are reliable and resilient. This course will teach some methods and practices that can be used to help protect data inputted, stored, and retrieved by iOS apps
Defensive Coding Fundamentals for JavaScript and HTML5	Defensive programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs or actions. In this course, you will explore the fundamentals of defensive programming for JavaScript and HTML5. This includes defensive techniques for HTML5 and JavaScript, as well as using inspections and testing, input validation, how to properly use variables and statements in JavaScript and HTML5. Lastly, you'll explore best practices for working with errors in HTML5 and JavaScript.
Defensive Coding for JavaScript and HTML5	Defensive Programming is a methodology for writing code that is not prone to present or future errors potentially caused by unexpected user inputs or actions. In this course, you will explore potential risks in web applications and use JavaScript defensive techniques to prevent everything from Document Object Model or DOM manipulation to ensuring proper encoding. You'll also learn about JavaScript Object Notation and how to secure it, as well as how to apply defensive coding to HTML5.
Leveraging the JIRA Platform for Development Projects	JIRA is a Java platform offering capabilities such as bug tracking, issue tracking, tasks, and project management. In this course, you'll learn about setting up a JIRA environment, adding issues, bugs, and general project management.
Device Configuration and Data Access	As an IT professional, you need to be familiar with configuring Windows devices as well as accessing data in cloud-based storage systems. This course addresses Microsoft Windows device configurations, and diverse storage types, which include device specific and cloud-based storage. It is one in a series of courses that prepares learners for exam 98-368: Windows Devices and Mobility Fundamentals, which serves as a credit towards the Microsoft Technology Associate certification and allows students to attain a Microsoft certification, which may later upgrade to a MCSA or even MCSE certificate.
Android Lollipop New Features For Developers	Android Lollipop is distinctly different from previous updates to the Android platform. Big architectural changes have taken place and a plethora of new application program interfaces or APIs are available to app developers. In this course, you will explore new features and APIs for Android Lollipop app development.
Advanced Scrum: Integrating and Customizing Scrum	Tailoring Scrum to your Agile environment may be challenging, but can be done successfully. This course focuses on how to customize Scrum for a variety of development management methods such as an empirical process, a defined process, and evidence-based management. This course also provides best practices on integrating Scrum with other Agile methods such as Lean, Kanban, and XP.
Securing .NET Programming	The Microsoft .NET Framework is widely used to produce a variety of application types. Developers employing this framework should be aware of how to secure .NET applications and protect them from potential risks. In this course, you will explore how to develop secure .NET applications and protect against common risks.
Working with Data in AngularJS	AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you about working with AngularJS application data in a client browser, by covering concepts such as offline detection and availability, caching, storing data in the client, and creating data models.
AngularJS Security Considerations	AngularJS is designed to facilitate the development of rich, robust, single-page web applications. Being a client-side framework, AngularJS applications are inherently public and reveal much more implementation detail to the end user than traditional web sites. Securing an AngularJS application is a combination of using best practices on the client side to reduce vulnerability, and knowing that the lion share of security comes from making sure our server is locked down. This course covers concepts involved in securing full stack web applications using AngularJS, from Authentication and Authorization strategies, to the built-in security features AngularJS ships with.
AngularJS and TypeScript	AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you how to get started building AngularJS applications with using TypeScript.
AngularUI Companion Frameworks	AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you about working with some of the categories of AngularUI, a companion framework to AngularJS, those being AngularUI Bootstrap, NG-Grid, UI-Alias, UI-Select, and routing with UI-Router.
AngularUI Utilities and Modules	AngularJS is designed to facilitate the development of rich, robust, and single-page web applications. This course will teach you about working with two categories of AngularUI, a companion framework to AngularJS, those being AngularUI Utilities and AngularUI Modules.
TestPrep Certified Information Systems Security Professional (CISSP)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Cryptography Fundamentals: Defining Cryptography	Cryptography, and understanding its limits and pitfalls, is essential to protecting data. In this course, you will learn about how cryptography can be used to protect and secure data, different methods that exist to protect or transmit data securely, and the components that need to be understood to ensure data can be protected properly.
Cryptography Fundamentals: Applying Cryptography	Using cryptography is far more than just selecting an algorithm and calling the encrypt or decrypt method. In this course, you will learn about the modes of operation for encryption algorithms as well as when particular algorithms are best suited to the data being protected. You will also learn how to manage cryptographic keys and how cryptanalysis can be used against weak cryptographic systems (even when using strong algorithms).
Android Architecture, Protection, and Development Best Practices	Given the relatively open nature of the Android development environment, developers ought to have a clear understanding of the OS structure, as well as how to securely protect application code. In this course, you will be introduced to the Android environment and overall architecture, and will also be presented with a basic understanding of key Android OS security features. You will also learn how to protect Android application code and will learn about best practices to employ when developing secure Android applications.
Android Security Vulnerabilities, Testing, and Enterprise Considerations	There are a variety of tools and methods available for testing Android applications so as to expose any potential vulnerabilities prior to deployment in either a public market or enterprise environment. In this course, you will learn about various vulnerabilities as they pertain specifically to Android applications, and you will also learn how to secure Android devices and applications for the enterprise environment. You will also learn how to plan and carry out penetration testing using a variety of tools and best practices, in addition to performing forensics and hacking techniques on Android applications so as to be able to better secure them prior to deployment on a public market.

Course	Description
iOS Security Architecture and Application Data Protection	In order to effectively develop secure iOS applications, it is key for developers to have a significant understanding of the overall iOS security architecture, as well as key techniques that can be used to protect application data and executable code. In this course, you will learn key principles about the iOS security architecture, as well as principles in administering data protection in the iOS environment. You will also learn how to install and use the iPhone Data Protection Tools forensics toolkit, how to implement access control and provisioning, and how to enforce application code signing.
Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices	Each iOS application runs in a separate virtual machine, or sandbox, and applications may also be subjected to dynamic analysis, or fuzzing, whereby illegal input is intentionally applied to an application so as to test for security issues. Return oriented programming may also be used in attempts to reveal certain application vulnerabilities, and devices may be jailbroken so as to make them more open to developers who can then better evaluate system security. In this course, you will learn about sandboxes and how to initialize them, how to secure iOS applications and devices for enterprise, how to design and administer fuzz tests on iOS applications, how to defend applications against exploits, how to use return-oriented programming to reveal application vulnerabilities, and how to install and use jailbreaking tools on iOS devices.
TestPrep 98-367 Microsoft Security Fundamentals	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Introduction to OWASP and the Top 10	The Open Web Application Security (OWASP) Project is an initiative to track and report on the most prevalent and most dangerous web application exploits. This course introduces the OWASP project and its Top 10 list and then examines each one in action and shows how to identify each of these Top 10 threats. This course is one of a series in the SkillSoft learning path that covers the OWASP Top 10.
OWASP Mitigations for .NET	The Open Web Application Security (OWASP) Project is an initiative to track and report on the most prevalent and most dangerous web application exploits. This course follows a 'Defense-In-Depth' strategy of assessing each layer of your .NET web application and applying the OWASP Top 10 principles to mitigate against these threats. This course is one of a series in the SkillSoft learning path that covers the OWASP Top 10.
CSSLP: Secure Software Design	Security practices must be integrated in every aspect of software design. In this course, you'll explore secure software design processes such as attack surface evaluation, threat modeling, control identification, and prioritization. You'll also be introduced to specific design considerations to keep in mind like addressing core security concepts and interconnectivity. Finally, this course covers best practices for securing commonly used architecture and technologies like virtualization, database, and the programming language environment. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.
CSSLP: Secure Software Implementation and Coding	Building security controls within software implementation and coding is vital for end-product software security. In this course, you'll learn about declarative versus programmatic security, how to use Open Web Application Security Project or OWASP and Common Weakness Enumeration or CWE as great security sources, and some defense coding practices and controls such as configuration, error handling, and session management. This course also covers some essential secure coding techniques such as versioning, peer-based code reviews, code analysis, and anti-tampering techniques. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.
CSSLP: Secure Software Testing	It's not enough to integrate secure coding into your software designs; it's equally important to test that your controls function properly. In this course, you'll learn best practices for testing for security and quality assurance, including artifact testing, functional and nonfunctional testing, and bug tracking. This course also covers some of the essential testing types such as penetration testing, scanning, simulation testing, failure testing, and cryptographic validation. Finally, you'll explore options for dealing with test results, such as the importance of impact assessments and corrective actions you can take with less than perfect results. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.
CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal	Regardless of how encompassing your software designs are, there's always a possibility that vulnerabilities still exist in the software or new vulnerabilities will be discovered later in the software development lifecycle. In this course, you'll learn different pre- and post-release activities to address these such as the pre-release testing process, completion criteria, risk acceptance practices, post-release plans, and independent testing options. You'll also be introduced to installation and deployment controls that you can use to mitigate vulnerabilities such as bootstrapping, configuration management practices, and release management. Finally, this course will cover operations and maintenance best practices for managing vulnerabilities such as incident and problem management, change management, and software disposal planning and execution for end-of-phase iterations. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.
CSSLP: Supply Chain and Software Acquisition	Software lifecycle activities regularly extend beyond the internal environment. Outsourced software development, acquisition, and procurement activities require specific attention to ensure security is integrated into the end software product or service. In this course, you'll learn about supplier risk assessment considerations, including intellectual property, code reuse, and legal compliance complexities. This course also introduces some considerations to make with supplier sourcing like contractual integrity controls, vendor technical integrity controls, and service-level agreements or SLAs. Finally, this course also introduces software delivery and maintenance best practices like publishing and dissemination controls, product deployment and sustainment controls, and supplier transitioning requirements. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.
Securing User Accounts: Fundamental Security Concepts	Online user accounts, when not properly secured, are one of easiest entry points for savvy hackers. In this course, you'll learn about the fundamental security concepts of authenticity, integrity, and confidentiality, and what role they play in establishing effective user account policies. You'll also learn why and how most common user account breaches happen. Finally, this course covers some general security practices, such as privilege management, permissions, and account settings, to help protect against potential intrusions via user accounts.
Securing User Accounts: Authorization, Registration, and Passwords	Without the ability to gain entry to a network, hackers are powerless, so establishing effective authorization protocols is vital. In this course, you'll learn about key authentication concepts and best practices such as identification, user authentication components, the user logon process, and how to effectively manage user account credentials. This course also covers registration security, including how to use Completely Automated Public Turing test to tell Computers and Humans Apart or CAPTCHA, and enabling two-step verification. Finally, this course introduces password security best practices, including establishing password strength, complexity, and age criteria.
Securing User Accounts: Logon, Logoff, Account Changes, and Attack Mitigation	You can probably think of at least one major account security breach you've heard about. When a security breach happens, it puts your customers, assets, and entire reputation at risk, so knowing how to identify and respond to potential attacks can be the difference between an organization's continued success or complete failure. In this course, you'll learn about enhancing user account security by establishing logon, logoff, and advanced password management protocols. You'll also learn about safe and secure policies for advanced user account management such as account change and reset practices. Finally, this course covers effective best practices for handling user account security breaches, such as neutralizing attacks, and safely handling compromised systems to limit any further damage to your systems, network, and other user assets.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering	VMware vSphere 6 offers many features that provide the ability to protect and recover from various failures. This course covers important aspects of clustering basics and vMotion as well as fault tolerance requirements. You will also learn about high-availability roles and monitoring within a VMware vSphere 6 virtualized environment.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring	VMware vSphere 6 offers various features for monitoring and reporting, as well as for profile management. In this course, you will learn how performance charts and various monitoring and reporting tools assist in identifying potential issues within a VMWare virtualized environment. You will also learn the benefits of host profiles, how to create them, and how to ensure host profile compliance.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Updating	VMware vSphere 6 Update Manager, and its available configuration options, assist administrators in streamlining their virtualized environment patching process. In this course, you will learn how Update Manager automates patch management of vSphere hosts and virtual machines. You will also learn about the various administrative options that mitigate patching risk, and reduce VM downtime.
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Upgrading	Upgrading to VMware vSphere 6 requires attention to detail and a solid approach to achieve successful results. In this course, you will learn about the vSphere 6 upgrade requirements and how to approach the manual upgrade process. You will also learn about common upgrade recommendations and concerns with respect to vCenter and Update Manager upgrades.
Managing Virtual Machine Devices and Resources in VMware Workstation 11	Virtual machines created in VMware Workstation can be configured with a range of resources and virtual devices. In this course, you will learn about the files that make up your virtual machine and virtual machine hard disk. You will learn how to manage and maintain virtual disks, how to control access to them if necessary, as well as how to safely move files and folders to a new location. This course will also help you understand how to work with virtual devices and ports and how to attach some of the most common controllers and devices and make sure they are properly recognized by the guest operating system.
VMware Workstation 11 Networking and Remote Connectivity	VMware Workstation makes the networking component as straightforward as possible while providing Network Address Translation or NAT, bridged, and Host-only networks with very little configuration needed. In this course, you will look at these networking options along with the private network and the IP addressing, routing, and network settings that are required to configure each of the network types. This course also explores how you can use virtual machines remotely by sharing them with other virtual infrastructures, managing virtual machines that are running on a remote virtual server, or simply establishing a virtual desktop connection to interact with the guest operating system remotely.
Creating and Securing MVC 5 Applications	The ASP.NET MVC framework can be used to develop scalable web and mobile applications using a variety of established web standards and design patterns. The latest version of MVC that is integrated into the Visual Studio environment, MVC 5, includes a range of new features. These features include a new identity framework, attributed led routing, and the ability to override filters. In this course, you will be introduced to MVC 5 and you'll learn how to upgrade an app to MVC 5. You'll also learn how to customize presentation using Bootstrap, you'll find out about the enhancements to routing and filters, and you'll learn how to use the features of the Identity framework in MVC applications.
Using MVC 5 with EF6, Web API 2, SignalR, and Azure	The ASP.NET MVC framework can be used to develop scalable web and mobile applications using a variety of established web standards and design patterns. The latest version of Model-View-Controller or MVC that is integrated into the Visual Studio environment, MVC 5, includes a range of new features. These features include a new identity framework, attributed led routing, and the ability to override filters. In this course, you'll learn how to use Entity Framework 6 with MVC 5 applications. You'll also learn about the features of Web API 2, and how to create web applications that use all of the ASP.NET technologies. You'll learn how to support real-time communications with SignalR, how to test for browser support, and how to deploy MVC 5 applications to Azure.
JSON Essentials	JSON is a data format used mainly on the Web to transmit information between client and server applications. This course covers the JSON format in detail and demonstrates examples of real-world APIs from around the Web that use JSON as their medium for communication.
Adobe Acrobat DC Fundamentals	Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course introduces learners to the fundamentals of Adobe Acrobat DC, including how to create PDF files, how to insert and edit text and images, and saving in different file formats. This course also covers page options, including organizing and inserting pages, headers and footers, and page numbers.
Working with Adobe Acrobat DC	Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course explains advanced features of Adobe Acrobat DC, including transitions, cropping pages, and watermarks. This course also introduces learners to enhanced features and tools such as collaboration, fillable forms, and digital signatures.
Architecting on Amazon Web Services: IAM and Object Storage	Amazon Web Services was one of the first complete solution providers in the cloud computing space and continues to be the market leader. One of the main offerings is the object storage service Simple Storage Service, or S3. Another key component is the integrated Identity and Access Management, or IAM, which touches upon most other parts of the AWS cloud. This course gives you an overview of AWS including a potted history and a rundown of the services. It goes on to cover IAM and how it integrates with AWS components. It rounds out the discussion by diving into S3 and object storage, and how it can be used as the basis for content delivery networks. This course is one of a series that covers the objectives for Amazon certification exam AWS Certified Solutions Architect - Associate.
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Overview	Elastic Compute Cloud, or EC2 is the virtual machine engine for Amazon Web Services. EC2 enables you to run instances of Linux or Windows VMs and spin them up or down with a few clicks. Elastic Block Store provides the raw block level storage for EC2 instances, or for IOPS intensive workloads, such as databases. This course covers an overview of EC2 including the marketplace, and common tasks, such as spinning VMs up or down. It goes on to cover EBS and the roles it can fulfil, and how to monitor an EC2 cloud using CloudWatch. This course is one of a series that cover the objectives for Amazon certification exam AWS Certified Solutions Architect - Associate.
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Auto Scaling	Auto scaling on the Elastic Compute Cloud platform enables your cloud based applications to respond to changes in load by scaling up or down, preventing under-provisioning in busy times and over-provisioning in quiet times. This course covers configuring scalable EC2 clouds using Auto Scaling groups, including a primer in the AWS command line interface, scripts to run at boot time, and in-depth configuration of auto-scaling and placement groups. This course is one of a series that cover the objectives for Amazon certification exam AWS Certified Solutions Architect - Associate.
Architecting on Amazon Web Services: Databases and Application Services	Databases are an key part of any web application. Amazon web services supports most database types and lots of ancillary data services. AWS also has other services for deploying and managing web app logic and data components. This course covers all components of AWS database, data analytics, application services and application deployment and management tools. This course is one of a series that cover the objectives for Amazon certification exam AWS Certified Solutions Architect - Associate.
Architecting on Amazon Web Services: Networking and Best Practice	Once you have mastery of all aspects of Amazon Web Services you need to put it all together into a set of best working practices for implementing, managing and maintaining web applications. This course covers best practices for creating secure, scalable, and fault tolerant web applications. It also covers configuration of network services on Amazon Web Services, including Route 53 for DNS, and Virtual Private Cloud, for creating logically isolated and secure sections of AWS. This course is one of a series that cover the objectives for Amazon certification exam AWS Certified Solutions Architect - Associate.
Cloud Computing for the Business User: Concepts and Moving to the Cloud	Cloud computing is massively growing in importance in the IT sector as more and more companies are eschewing traditional IT and moving applications and business processes to the cloud. This course covers the concepts behind cloud computing and the key characteristics that make cloud services unique and very valuable to some business scenarios. You'll get a basic technology overview of the concepts and strategies emerging from the cloud and learn how cloud products and services can improve traditional business processes.
Cloud Computing Fundamentals: Overview	Cloud computing is massively growing in importance in the IT sector as more and more companies are eschewing traditional IT and moving applications and business processes to the cloud. This course provides IT professionals with a working definition of cloud computing, explores the technological precursors of today's cloud, as well as the current technologies the cloud is dependent on. Also covered are the benefits and drawbacks of cloud computing for the IT department and business as a whole. It then explores in more detail the different types of services that have become available in the cloud with examples of key pioneers in those areas.
Cloud Computing Fundamentals: Virtualization and Data Centers	While the cloud is not necessarily dependent on virtualization, it's widely accepted that any competitive cloud will utilize it. Infrastructural and network connectivity considerations of the modern data center are greatly influenced by the requirements of the cloud. Data center infrastructure and components must be designed to address security, scalability, disaster recovery, and redundant high-speed connectivity needed to provide a successful cloud service. This course takes a closer look at the main enabling technologies, including data centers and virtualization that allow clouds to function.
Cloud Computing Fundamentals: Storing and Managing Cloud Data	Cloud storage is of key interest to many consumers, as it has a number of advantages over traditional data storage. Cloud-stored data is available from any location that has Internet access. However, depending on the type of business and data, some organizations need to carefully evaluate if and what types of regulations and compliance standards may apply to their data. This course provides a closer look at enterprise resources in the cloud and the use of cloud storage services. It describes the importance of classifying your type of data, what type of security regulations or restrictions apply to it, and whether a cloud provider's offering aligns with those requirements. This course also takes a closer look at the protocols, standards, and mobile client access involved in accessing cloud resources. It explores the meaning of open source software and its role in provisioning and accessing cloud resources.

Course	Description
Cloud Computing Fundamentals: Migrating to the Cloud	Migrating services to the public cloud has a number of unique challenges. This course explores the steps you should take in determining if your infrastructure has components that are suitable for a cloud solution. It discusses the Service Oriented Architecture or SOA and grid computing, and highlights characteristics that make these infrastructures suitable or unsuitable for extension to the cloud. The course also explores the recommended steps of analyzing your current infrastructure to inventory data, services, and processes used, as well as identifying problem areas that may be addressed through a cloud solution. Upon completion of your analysis, it is time to determine cloud service candidates and match cloud services, as well as look at examples of how to leverage different services to your problem areas. Finally, you'll learn about the use of private clouds as an alternative to public clouds.
Cloud Computing Fundamentals: Identity, Presence, and Privacy	As we move toward more applications being delivered via the cloud and businesses using a cloud computing model, we also need to consider the implications for the management of identity. This course ensures you are familiar with identity and access management or IAM and the common industry protocols used to extend identity to the cloud. This course covers the concept of federation between different cryptographic services providers or CSPs and businesses, the need for proper identity and access control management, and it also explores the use of a Cloud Identity as a Service or IDaaS offering. The course also discusses the importance of understanding the presence and privacy factors when conducting business in the cloud and how it is crucial to understand the CSP's responsibility to not only provide security but also a proper level of privacy.
Cloud Computing Fundamentals: Cloud Security	IT security is a concern for most modern organizations and moving to the cloud heightens those concerns for most. The security implications are potentially magnified by large tranches of data existing outside the immediate control of the organization. Although some of the fears with regard to security in the cloud are exaggerated, there are specific areas to be aware of and cautious about. This course explores some of the key risk areas when it comes to security and cloud computing. It also introduces control assessment frameworks and models that can be used in assessing your risk in going to the cloud and evaluating the cloud provider's security offering. It goes on to outline basic guidelines that you should follow to ensure an adequate level of security in an XaaS environment, including key areas of the IT infrastructure and issues relating to data transfer and storage.
Cloud Data Security	In a computing environment where client data assets are remotely hosted, data asset security becomes an important factor when considering the potential transition to cloud services. This course describes and explores issues relating to the management and protection of data assets hosted on a cloud platform, and data in transit to and from a cloud platform. In this course, you will learn about all aspects of data management: protection, auditing, access, legislative impact, storage, deletion, security, ownership, data rights management, encryption, classification, known threats to data assets, and threat mitigation. The course covers the essential topics for the ICS2â€™s Certified Cloud Security Professional examination â€" Domain 2 requirements.
Cloud System Security - Platform and Infrastructure	The security of the cloud services platform and infrastructure is a fundamental driver in the uptake of cloud services and the transition away from Enterprise structures. This course describes issues relating to the security of the supporting components of the cloud infrastructure â€" both physical and virtual components. The course promotes/outlines a risk management approach in developing and employing security measures to protect cloud components; describes key risk management focus areas â€" identification, measurement, and control; and covers known threats and the key areas of cloud component vulnerability. In this course, you will learn about security management/measures and auditing, including authentication, authorization, Business Continuity (BC), Disaster Recovery (DR), and failover. The learner will be expected to display knowledge of Cloud Service Business Continuity and Disaster Recovery planning, to identify areas requiring specific security protection, and how to recover lost or damaged data and components hosted on a cloud platform. The course covers the essential topics for the ICS2's Certified Cloud Security Professional examination â€" Domain 3 requirements.
Cloud Application Security	In a developing landscape where end user applications are moving to a cloud-hosted infrastructure, the traditional application development design life cycle is redefined. The application design process must be security-aware and must protect cloud-hosted applications and data from an increasing attack vector density. This course covers various aspects of cloud computing relating to the security of cloud-based application software and supporting hardware and services. The course outlines various aspects of application security and access, including designing in security, peripheral security components, and securing access to services and hosted applications. The course covers the essential topics for the ICS2's Certified Cloud Security Professional examination â€" Domain 4 requirements.
Cloud Service â€" Operations Management	Fundamental to cloud service security are the construction and design of secure datacenters and their hosted hardware and systems. This course covers the best practice management approach to designing, deploying, and administrating a cloud datacenter and service. In addition, the course will cover the techniques that can be deployed to configure and protect hardware assets â€" physical and virtualized, manage and protect configuration settings, and keep network data moving in and out of, and hosted within the domain of the datacenter. Topics include regulation compliance, protection techniques, and controlled access to the various components of a cloud data center infrastructure. In this course, you will learn about the deployment of auditing and monitoring techniques, event logging and reporting, and other aspects of management techniques associated with cloud-hosted services. The course covers the essential topics for the ICS2's Certified Cloud Security Professional examination â€" Domain 5 requirements.
Microsoft Hyper-V 2016: First Look	Microsoft Hyper-V is included as a role in Windows Server, and also as a standalone server with no GUI. This course covers installation, configuration, and new features of Hyper-V in the Technical Preview. This course also covers the installation of both Hyper-V Server and the Windows Server role, and concludes with a comparison of Hyper-V Server and Client Hyper-V in Windows 10. This course is based on preview software from Microsoft. Any features, functions, and interfaces discussed and shown may change before the final product is released.
Overview & Prerequisite Setup for System Center Configuration Manager 2012 R2	This course will provide you with an understanding of the prerequisite software and configurations needed to install and manage Microsoft System Center Configuration Manager 2012 R2. You will learn to prepare the infrastructure for, then install SCCM. You will gather and install prerequisite software, look at Active Directory, and set access with permissions. Then itâ€™s on to the client-using Group Policy and modifying Firewall settings. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft exam, Administering and Deploying System Center 2012 Configuration (70-243). This exam counts toward the Microsoft Certified Technology Specialist certification.
Basic SCCM Maintenance and Managing Operating System Deployment	In this course, you will learn how to use the SCCM tools, perform basic maintenance in SCCM, create OS deployment images, and customize OS deployments using task sequences. You will learn how to back up and restore critical SCCM data; how to prepare SCCM for operating system deployment; how to build and capture OS images; and how to service those images as drivers and patches are released.
Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP	Before you can start to implement a VDI environment for desktops and applications the current environment needs to be assessed, as well as the client requirements. Microsoft offers the Microsoft Assessment and Planning toolkit to do this task. It can ensure applications run in different scenarios, such as having multiple versions of the same application. Once the applications are assessed, App-V can be used to deploy the applications virtually to the clients. This course will demonstrate how to use MAP and how to install the App-V server components. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-694: Virtualizing Enterprise Desktops and Apps certification exam with credit toward MCP, Microsoft Specialist credentials.
Virtualizing Enterprise Desktops and Apps: App-V Clients and App Sequencing	The App-V Desktop client needs to be installed on all computers that require access to virtualized applications that will be published using App-V. This client ensures the applications run properly and appear to the user as a traditional application on a local computer. To package the applications for deployment to the clients they need to be sequenced using the App-V Sequencer. This course will demonstrate how to deploy and configure the App-V client. It will demonstrate how to install the App-V Sequencer and how to sequence applications and deploy them. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-694: Virtualizing Enterprise Desktops and Apps certification exam with credit toward MCP, Microsoft Specialist credentials.
Virtualizing Enterprise Desktops and Apps: VM-based and Session-based RDS	Windows Server 2012 R2 contains the Remote Desktop Services server role which is used to provide session-based and virtual machine-based desktop deployments. This role provides a fault-tolerant and scalable RDS deployment. VM-based desktops allow clients to connect to a full Windows desktop as either a pooled or personal virtual desktop. Session-based desktop deployments allow clients to access applications from their desktops as if they were installed locally. This course will discuss the planning and implementing of VDI environments. It will also demonstrate how to deploy session-based and VM-based virtual desktop deployments. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-694: Virtualizing Enterprise Desktops and Apps certification exam with credit toward MCP, Microsoft Specialist credentials.
Virtualizing Enterprise Desktops and Apps: RemoteApps	Within Microsoft Windows Server 2012 R2, RemoteApp can be used within Remote Desktop Service deployments to publish programs to clients. The RemoteApp programs are installed on the RD Session Host servers and then published to the clients where the users access them like they are installed locally. This course will demonstrate how to create and configure remote applications and deploy and manage them. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-694: Virtualizing Enterprise Desktops and Apps certification exam with credit toward MCP, Microsoft Specialist credentials.
Virtualizing Enterprise Desktops and Apps: Plan for Resilient Virtualized Apps	During planning of a VDI environment you need to consider if it needs to be highly available; that is, always available for the users to access without downtime. This provides resilience and continuity of the virtualized environment, including the applications through either RemoteApp or App-V. Microsoft offers various solutions to provide high availability to the VDI environment. This course will discuss how to plan and implement a highly available VDI solution to ensure clients can always access their virtualized enterprise desktops and applications. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft Exam 70-694: Virtualizing Enterprise Desktops and Apps certification exam with credit toward MCP, Microsoft Specialist credentials.
VMware Desktop Virtualization Overview	Virtualization has become part of our everyday lives and companies from small start-ups to enterprise environments have turned to virtualization, not only for testing, but also for full production environments. This course takes a look at virtualization, the concepts behind virtualization, and how virtual machines and virtual infrastructures are used in today's evolving IT world. In this course, you will learn about the features of the VMware desktop product suite, which includes VMware Workstation, VMware Player, VMware Fusion, and VMware ThinApp. In associating with the Desktop virtualization technologies, you will also explore the latest solutions for Enterprise mobility end-users through VMware Horizon features and the Workspace Suite. This course aims to equip you with the knowledge needed to decide which products best meet your organization's need for virtualization.
VMware Data Center Virtualization Overview	Virtualization allows multiple, resource-intensive applications to be run on one physical system. VMware ESXi is a bare-metal hypervisor, which can install directly on top of a physical server, sharing their resources with the host, and with each other. VMware vCenter Server provides centralized management for virtual machines and ESXi hosts. In this course, you will explore VMware vSphere and VMware vCenter Server including the system requirements, features, key benefits, and supporting products of VMware vCenter Server.
VMware Business Mobility Solutions	We have moved into the post-PC era where computing is no longer limited to PCs and laptops. Some businesses have to adapt to the fact that a majority of Internet-capable devices can be used to perform work-related functions by their employees. This course takes a look at VMware solutions in business mobility starting with VMware Horizon and its components. VMware Horizon allows IT departments to manage this wide variety of devices and applications available in the workplace today. You will also learn about VMware AirWatch and some of the key features it provides to empower mobile computing.
VMware Cloud Services Solutions	VMware cloud services are based on the trusted vSphere architecture, building not just the private cloud but extending its capabilities out into the public domain to form a hybrid configuration. This course introduces the various components of the VMware vCloud Suite and the hybrid cloud concept. It also explores VMware's Infrastructure-as-a-Service offering that is available in the form of the vCloud Air platform.
Designing Hadoop Clusters	Hadoop is an Apache Software Foundation project and open source software platform for scalable, distributed computing. Hadoop can provide fast and reliable analysis of both structured data and unstructured data. In this course you will learn about the design principles, the cluster architecture, considerations for servers and operating systems, and how to plan for a deployment.
Hadoop in the Cloud	Amazon Web Services, also known as AWS, is a secure cloud-computing platform offered by Amazon.com. This course introduces AWS and it's most prominent tools such as IAM, S3, and EC2. Additionally we will cover how to install configure and use a Hadoop cluster on AWS.
Deploying Hadoop Clusters	There are important decisions you must make to ensure network, disks, and hosts are configured correctly when deploying a Hadoop Cluster. This course will walk you through all of the steps to install Hadoop in a pseudo-distributed mode and the set up of some of the common open source software used to create a Hadoop Ecosystem.
Hadoop Cluster Availability	When examining Hadoop availability it's important not to focus solely on the NameNode. There is a tendency since that is the single point of failure for HDFS, and many components in the ecosystem rely on HDFS, but Hadoop availability is a more general larger issue. In this course we are going to examine the availability and how to recover from failures for the NameNode, DataNode, HDFS, and YARN.
Business Intelligence with QlikView	QlikView helps business users be able to analyze their data quickly and easily using self-service BI visualization documents created and delivered by IT professionals and developers. QlikView offers many features to create engaging and graphical documents to provide answers to questions quickly and efficiently. This course will demonstrate how to install QlikView and customize it. It will also demonstrate how to create BI documents and add sheet objects, charts and tables, as well as how to manage the sheets within the document.
SQL Server Database Fundamentals: Design Principles and Data Manipulation	A database is used to store data in electronic format. Organizations use a Database Management System, also known as a DBMS, to control, store, organize, and retrieve that data for users. There are multiple types of databases, such as flat-file and hierarchical. The most widely used database is the relational database that stores data in relations, which are tables that store data in rows or tuples and columns or attributes. In this course, you will learn what databases, DBMS, and RDBMS are and be introduced to different database models. The course covers table design for relational databases including the data types and constraints supported by SQL Server. It also demonstrates how to use DML statements to query data and manipulate result sets. It also covers how to update and delete data from a SQL Server database and how to use transactions to ensure data and referential integrity. This course can be used as part of the preparation for Microsoft's exam 98-364, Database Fundamentals, which leads to a Microsoft Technical Associate (MTA) certification.
SQL Server Database Fundamentals: Creating, Optimizing, and Securing Databases	The Data Definition Language or DDL is used to create databases and their components. In this course, you will learn how to create databases, tables, views, and stored procedures using DDL. The learning path describes how databases can be normalized according to specific guidelines to increase storage capacity and scalability. You'll also learn how to use indexes to make your databases more responsive. Finally, you'll learn about the core security considerations for SQL Server databases, how to assign permissions to database objects, and how to back up and restore databases. This course can be used as part of the preparation for Microsoft's exam 98-364, Database Fundamentals, which leads to a Microsoft Technical Associate or MTA certification.
Apache HBase Fundamentals: Installation, Architecture, and Data Modeling	Apache HBase is a NoSQL column-oriented database that provides big data storage for semi-structured data. It runs on HDFS and ZooKeeper and can be integrated with MapReduce. In a column-oriented database, data in a column is stored together using column families rather than in a row. The physical architecture uses a Master-Slave relationship and distributes the data in a cluster-like format. This course will show how to install HBase and discuss the HBase architecture and data modeling designs.
Apache HBase Fundamentals: Access Data through the Shell and Client API	Apache HBase is written in Java and therefore there are multiple ways to access HBase using various clients. One client is the HBase shell, which is a command-line utility that provides client and administrative operations. HBase also provides access through the use of a Java client API to provide basic and advanced client and administrative operations. This course will discuss and demonstrate the various tasks you can accomplish using the shell and Java client API, including creating tables, reading and writing data, and updating and deleting.
Apache HBase Fundamentals: Advanced API, Administration, and MapReduce	The administration of Apache HBase is a fundamental component to understand. HBase can be managed using the Java client API and can also be integrated with MapReduce to perform additional tasks that will help obtain maximum performance. This course will discuss and show how to implement filters to limit the results returned from a scan operation. It will also demonstrate how to administer the HBase cluster and instance and perform backup and restore operations. Using MapReduce is also discussed.
Social Networking Fundamentals	A foundational understanding of social networking, its uses and how its benefits mesh with your business is becoming increasingly important. This course will focus on introducing and using social networking services in a business context. You'll learn the benefits of social networking, how to use these services in a professional manner, and what potential issues can arise from social networking usage in the workplace.

Course	Description
Social Networking Services, Strategy, and Management	Familiarity with features many common social networking services provide, and how they can be leveraged is paramount to a successful Internet business presence. In this course, you will learn about popular social networking services and what they have to offer from a business context. You'll also learn about defining a social networking strategy and managing a social networking presence.
Google Analytics Fundamentals and Data Collection	There are a variety of digital strategies, such as e-commerce and content publishing, which benefit from performance measurement. Using Google Analytics to measure performance data and convert that into actionable insights can help achieve organizational strategies and goals. This course introduces digital analysis, the process of creating and implementing measurement plans, and the types of data and metrics recorded using Google Analytics.
Google Analytics Reports	There are a variety of digital strategies, such as e-commerce and content publishing, which benefit from performance measurement. Using Google Analytics to measure performance data and convert that into actionable insights can help achieve organizational strategies and goals. This course demonstrates creating an Analytics account, creating and viewing numerous reports, and visualizing data important to your business.
Google Conversions and Tags	Google Analytics are applicable to both web sites as well as mobile applications. Using Google's Tag Manager allows you to efficiently manage tags across your online presence without consuming valuable IT department time. This course demonstrates using Google Tag Manager to update tags in your online assets. You will also learn how to implement Google Analytics in your mobile app.
Analytics APIs and Tools	Google is continually making changes and improvements to the Analytics platform; It's important to ensure that you are using the most recent version.Google makes a large portion of Analytics functionality available through an API for consuming with your own applications.This course demonstrates using the Analytics API to obtain analytics data and profile information.You will also learn how to upgrade the analytics version in use on your site.
Skype for Business: New Features, Profile, and Contacts	Skype for Business, formerly known as Lync 2013, is a messaging and collaboration tool that can allow users to communicate using instant messages, make and receive audio and video calls over the internet, transfer files, and initiate Web conferencing. In this course, you will learn about some of the new features in Skype for Business. This course also covers some of the existing features such as configuring and exploring the presence, location, and picture features and managing contacts.
Skype for Business: Calls, IMs, and Meeting features	Skype for Business formerly known as Lync 2013 is a messaging and collaboration tool that can allow users to communicate using instant messages, make and receive audio and video calls over the internet, transfer files, and initiate Web conferencing. In this course you will learn about configuring audio settings, placing a call, answering, transferring and forwarding calls. This course also covers using and managing the instant messages and meetings features.
Skype for Business: Sharing, Collaboration, and Video Calls	Skype for Business, formerly known as Lync 2013, is a messaging and collaboration tool that can allow users to communicate using instant messages, make and receive audio and video calls over the Internet, transfer files, and initiate Web conferencing. In this course, you will learn about sharing and collaboration features such as sharing notes, sharing whiteboards, sharing files and pictures, and using polls. This course also covers using the video features including configuring the video device, placing and answering calls, and using video controls.
Yammer for Business Users: Using Yammer	Yammer provides a centralized location for business users to interact with colleagues and teams to collaborate on projects. It allows for internal as well as external members to join into groups to share information, including messages, files, and notes. In this course, you will learn about the Yammer #Topics feature that allows you to follow specific content that is posted. You'll also explore the Yammer features used by business users, such as groups, posts, notes, files, #Topics to collaborate with colleagues.
Global Safety Principles: Back Safety and Injury Prevention	This course is designed to bring awareness into the work environment and help eliminate preventable back injuries. It will provide information regarding job-specific hazards, safe work practices, and ergonomics. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Indoor Hoisting and Rigging	This course is designed to educate the worker on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to specify general safety issues of cranes, hoisting, and rigging; define the purpose of the crane safety program; describe general inspection practices; describe testing practices; describe basic load handling considerations; specify operator responsibilities; and recognize standard hand signals.
Global Safety Principles: PPE: Personal Protective Equipment	This course covers types, selection, maintenance, and care of personal protective equipment in the workplace. The types of personal protective equipment (PPE) covered in the course include: hard hat, respiratory protection, hearing protection, and body protection. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Respiratory Protection	This course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation.
Rigging Equipment and Inspection â€“ Canada	Securing, lifting, and moving materials can be a hazardous occupation. It's important workers involved with hoisting and rigging activities are aware of the elements of safe rigging practice. In this course, you'll learn about using rigging in a safe and responsible manner. Learner objectives are to identify hazards, and the PPE used to protect against those hazards, and to recognize the proper selection, inspection, and storage of rigging equipment.
Welding, Cutting, and Brazing â€“ Canada	Welding, cutting, and brazing are hazardous activities that pose a unique combination of both safety and health risks to more than 500,000 workers in a wide variety of industries. The risk from fatal injuries alone is more than four deaths per thousand workers over a working lifetime. This course will inform learners of potential health and safety concerns unique to welding, cutting, and brazing. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Back Safety and Injury Prevention â€“ Canada	This course is designed to bring awareness into the work environment and help eliminate preventable back injuries. It will provide information regarding job-specific hazards, safe work practices, and ergonomics. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines.
Bloodborne Pathogen Awareness â€“ Canada	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. Learner objectives for this course are to identify bloodborne pathogens and symptoms of bloodborne diseases, identify modes of transition of bloodborne pathogens, recognize the proper use and handling of personal protective equipment, identify measures to be taken when the skin or eyes are exposed to infectious material, and specify the components of an Exposure Control Plan.
Industrial Ergonomics â€“ Canada	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in industrial work settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards. Learner objectives are to define terms related to the study of ergonomics, recognize the general requirements of the ergonomics standard, recognize signs and symptoms of injury to the muscles and skeleton and the importance of early reporting, identify risk factors for injury to the muscles and skeleton, specify controls and work practices to reduce or eliminate risk factors for injury to the muscles and skeleton, and specify how to report MSD signs, symptoms, and hazards in your job and how the employer is required to address them.
Creating Apps	Force.com is a platform as a server, or PaaS, that is integrated into the Salesforce.com infrastructure. In this course, you will learn about the Force.com interface and features available for creating a custom employee app. This course covers the force.com interface, how data is managed, layouts and view, and how to integrate basic workflows and business logic.
Reporting and User Management	Force.com is a PaaS that is integrated into the Salesforce.com infrastructure. In this course, you will learn about the Force.com Reports, Dashboard, Users, and Permissions.
TestPrep 1Z0-808 Java SE 8 Programmer I	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 1Z0-809 Java SE 8 Programmer II	Skillsoft Mentors are available to help students with their studies for exam 1Z0-809 Java SE 8 Programmer II. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 98-368 Mobility and Devices Fundamentals	Skillsoft Mentors are available to help students with their studies for exam 98-368 Mobility and Device Fundamentals. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring Six Sigma Yellow Belt (SSYB)	Skillsoft Mentors are available to help students with their studies for exam Six Sigma Yellow Belt (SSYB). You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Microsoft Windows 10 End User: Signing In and First View	Microsoft Windows 10 is a radical overhaul of Microsoft's Windows operating system with improvements and changes to nearly every facet and feature. This course guides you through different options to sign in to the operating system, and briefly introduces the new interface - including the Start menu, the Charm bar, the Task menu, and notifications. This course is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Microsoft Windows 10 End User: Hardware, Software, and Security Settings	Securing your PC is a challenge everyone faces in today's interconnected computing environment. Microsoft Windows 10 has some unique answers to these challenges and we explore them in this course. Windows 10 also supports a richer ecosystem of hardware than ever before, and this course will cover adding hardware to Windows 10, Windows 10 backups, and finally look at some Windows 10 applications, including sourcing new apps from the Windows Store. This course is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Microsoft Windows 10 End User: Customizing Windows 10	Personalization options in Windows 10 are unparalleled, and the configuration experience has changed dramatically since Windows 7. This course guides you through the configuration options available, from desktop visual settings through to the settings app, which replaces the old Control Panel interface. This course will explore the personalization options available and is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Microsoft Windows 10 End User: New Features	Windows 10 has a number of built-in features to provide a better end-user experience. These features include multiple desktop views, applications, and improvements to the Command Prompt. This course will explore the new features and provide details on configuring them for use. It is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Microsoft Windows 10 End User: Browsing with Edge	In Windows 10, Microsoft has introduced a new Internet browser called Microsoft Edge, which competes with the best in class for speed and simplicity. Historically, the default browser in Windows has always been Internet Explorer, but this has changed with Windows 10, and this is possibly one of the biggest changes in the history of Windows. This course introduces Microsoft Edge and tells you all you need to know about this core part of the Windows 10 experience and the future of the platform. This course is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Microsoft Windows 10 End User: Cortana	Windows 10 is all about streamlining, and simplifying everyday tasks. In keeping with that philosophy, Windows 10 introduces an intelligent personal assistant called Cortana. Among Cortana's many functions, it can schedule appointments, search on your computer and the Internet, and even tell jokes. This course provides an overview of the tasks available when interacting with Cortana, as well as configuration options to customize Cortana to better assist you when using your Windows 10 system. This course is one of a series that covers the features and capabilities of the new Windows 10 operating system.
Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data	Frequently when retrieving data stored in the Oracle database it needs to be converted, manipulated, or aggregated. In this course you will learn about the Oracle conversion functions, conditional expressions, and how to report aggregated data using group functions. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1ZO-061). The exam is part of the Oracle Certified Associate certification.
Oracle Database 12c - Introduction to SQL: Working with Joins and Subqueries	Database normalization is good practice when building a relational database to minimize data redundancy. In this course, you will learn how to join tables together to view information across multiple tables, how to write subqueries, as well as the more advanced features of the SELECT statements used to obtain values based on an unknown conditional value. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1ZO-061). The exam is part of the Oracle Certified Associate certification.
Oracle Database 12c - Introduction to SQL: Data Manipulation Language	Once an Oracle 12c relational database has been created with objects, the data in these objects need to be managed. In this course you will learn how to insert, update, delete, and truncate rows. The course will teach the concepts of database transaction control using COMMIT, ROLLBACK, and SAVEPOINT. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1ZO-061). The exam is part of the Oracle Certified Associate certification.
Oracle 12c Performance Tuning: Metrics and Monitoring	Metrics are used for system health monitoring, problem detection, and self tuning in Oracle Database 12c. In this course, you will see how performance baselines can be established, so that it is simpler to deduce whether there has been any performance degradation. Finally, real-time database operation monitoring is introduced, which extends and generalizes real-time SQL monitoring. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1ZO-064).
Oracle 12c Performance Tuning: Application Monitoring and SQL Diagnostics	Oracle Database 12C includes services that organize work execution within the database, and make execution that much more manageable, measurable, tunable, and recoverable. This course covers these services as well as the basic phases of SQL processing, and ways to extract detailed information about the actual execution of a SQL statement. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1ZO-064).
Oracle Database 12c RAC Administration: Introduction to Oracle RAC	The Oracle Grid Infrastructure lays the foundation for highly available and scalable Oracle RAC systems, an important part of implementing and maintaining a stable, highly available RAC database is understanding the underlying architecture of all the components. This course introduces the Oracle Grid Infrastructure and RAC database architecture. The components that make up the Oracle Grid Infrastructure â€“ Oracle Clusterware, Automatic Storage Management, and Oracle Cloud File System â€“ are covered in detail and an in depth understanding is provided of all the components and requirements of Oracle RAC. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Six Sigma Measurement Systems and Metrology	Six Sigma measurement systems are vital to improving an organization's processes. Measurement systems encompass the conditions, devices, and the human element of measurement, which together must produce correct measurements and comply with appropriate standards. Measurement error, or measurement variability, is a problem whose components must be thoroughly understood and kept in check to maintain the effectiveness of any measurement system. Measurement variability contributes to the overall variability in the process and it is important to understand its sources and minimize it. Black Belts can calculate correlation, bias, linearity, stability, reproducibility, and repeatability to analyze and further improve measurement systems.
Probability and Probability Distributions in Six Sigma	Organizations need to make inferences about a population from sample data, and understanding how to calculate the probability that an event will occur is crucial to making those inferences. In a Six Sigma context, it is often important to calculate the likelihood that a combination of events or that an ordered combination of events will occur. Understanding probabilities can provide Black Belts with the tools to make predictions about events or event combinations. To make accurate inferences about a population from the sample data collected in the Measure stage, Black Belts must also be familiar with the characteristics of various probability distributions, and their suitability for different types of data. Understanding the behavior of probability distributions allows the Black Belts to find the probability that values will be found within a given range, and thus to provide information on the variation in the organization's processes and products.

Course	Description
Basics of Hypothesis Testing and Tests for Means in Six Sigma	In the Analyze phase of the DMAIC methodology, Six Sigma teams analyze the underlying causes of issues that need to be addressed for the successful completion of their improvement projects. To that end, teams conduct a number of statistical analyses to determine the nature of variables and their interrelationships in the process under study. It is rarely possible to study and analyze the full scope of population data pertaining to all processes, products, or services, so Six Sigma teams typically collect samples of the population data to be analyzed, and based on that sample data, they make hypotheses about the entire population. Because there is a lot at stake in forming the correct conclusions about the larger population, Six Sigma teams validate their inferences using hypothesis tests.
Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma	As a Six Sigma team moves into the Analyze phase of a project, team members begin analyzing the information and data collected in the earlier phases. During the Analyze phase, Six Sigma teams identify possible sources of variation, underlying root causes, and areas for improvement. It is here where assumptions or hypotheses about a process, product, or service are made and validated using tests based on sample data.
FMEA and Other Nonstatistical Analysis Methods in Six Sigma	Getting to the source of why something has gone wrong in a system or process is critical to identifying the changes necessary for resolving the problem. During the Analyze phase of a Six Sigma project, a Black Belt practitioner utilizes a variety of statistical and nonstatistical tools and methods for analyzing systems and processes to identify variation and defects, reduce costs, eliminate waste, and reduce cycle time. While many of the tools used in the Analyze phase are statistical and quantitative in nature, there are many useful nonstatistical methods. Nonstatistical methods help in the analysis by including qualitative considerations in identifying potential problems, their root causes, and their impacts. They help prioritize these causes and generate initial ideas for resolving problems when a project enters the Improve phase.
Using Docker: Benefits and Installation	Docker is an open source platform that enables developers, administrators, and others to access and deploy the latest, updated images into their respective environments. It uses automated scripts and manual commands to perform tasks. It allows software application to get into production as quickly as possible by eliminating friction and dependencies that normally occur during shipment of code. In this course, you will learn the basic concepts of Docker and the Docker architecture. how to install Docker on Ubuntu and CentOS.
Using Docker: Dockerizing Applications	Applications can be packaged and deployed in multiple ways using Docker. Working with Docker containers, images, and client daemon help administrators, developers, and testers quickly access updated applications and make necessary changes before production. In this course, you will learn understand the concept of Dockerization, how to work with Docker containers, Docker images, link containers, and manage data in containers.
Using Docker: Customizing and Clustering	Docker containers can be customized and clustered to effectively manage Dockerization of applications. Custom metadata can be used for labeling and creating data structures. Docker clusters can be used to group a pool of Docker hosts into a single virtual host. In this course, you learn about custom meta data, Docker Compose, Docker Clustering and Swarm, Docker Swarm filters, and Docker Swarm strategies.
Microsoft Windows Nano Server: Nano Server First Look	Microsoft Nano Server is a new low-footprint, built for the cloud server OS from Microsoft. It breaks with decades of management practice to deliver a container solution for hosting Windows Server apps. This course covers setup and management of Nano Server. You'll learn how Nano Server works and what you need to know to implement it. This course is based on preview software from Microsoft. Any features, functions and interfaces discussed and shown may change before the final product is released.
Microsoft Windows Server 2016 (First Look): Active Directory and Networking	Microsoft Windows Server 2016 Technical Preview builds upon features found in previous versions of Windows Server, and also provides several new features. This course provides a first look at new features and functionality, such as the Nano Server installation option, as well as updates to Active Directory Domain Services and Federation Services. It also covers what's new and improved in networking functionality. This course will take a first look at Antimalware, Remote Desktop Services, and Web Application Proxy. It also covers what's new and improved in Hyper-V, File and Storage Services, and Failover Clustering functionality. New Windows PowerShell 5.0 cmdlets will also be covered.
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Capturing, Analyzing, and Managing Lessons Learned	Every project comes with its own unique challenges. There is valuable learning that takes place as project team members solve problems and persevere through challenges to meet their objectives. Preserving and passing on all that new knowledge and wisdom is what the concept of 'lessons learned' is all about. Effective project managers take lessons from current projects forward into planning and executing future projects, thereby enabling continuous improvement. Collecting and using lessons learned results in fewer mistakes, lower costs, more accurate estimates, and many other efficiencies. In this course, you'll learn about the basic steps involved in collecting, analyzing, and passing on lessons learned so that organizations are able to grow and experience superior performance.
Agile Software Testing: Methodologies and Testing Approaches	Agile software lifecycles comprise short iterations, with working software released at the end of each iteration. Agile testing approaches will be shaped by the test-driven, iterative, and incremental approach in agile projects. In this course, you'll learn about the principles underpinning agile development and some of the principle agile methodologies. You'll also learn about testing in the agile context and the skill set that an agile tester should have. This course is one of a series intended to align with the Agile Tester Certified Tester Foundations Level Extension Syllabus. The authors, Rex Black, Anders Claesson, Gerry Coleman, Bertrand Cornanguer, Istvan Forgacs, Alon Linetzki, Tilo Linz, Leo van der Aalst, Marie Walsh, and Stephan Weber, and the International Software Testing Qualifications Board or ISTQB® are the source and copyright owners of the Syllabus. The course is intended to help learners prepare for the Agile Tester Foundation Extension certification (CTFL-AT) exam, which is provided by the Information Systems Examination Board or ISEB, a globally-recognized testing body providing software testing certification. Skillsoft makes no claim to any approval or endorsement of this course by any of the aforementioned parties or other third party.
Defensive Programming in Android: Input and Methods	Defensive Programming in Android aims to use coding practices and techniques to create apps that are reliable and resilient. In this course, you will learn about thinking defensively when creating methods, and also when working with inputs to your programs.
Defensive Programming in Android: Using Standards	Defensive Programming in Android uses coding practices and techniques to create apps that are reliable, predictable, and resilient. This course will teach you about enforcing standards in the Android apps you create in order to make source code more predictable and maintainable.
Defensive Programming in Android: Errors, Exceptions, and Testing	Defensive Programming in Android uses coding practices and techniques to create apps that are reliable, resilient, and easily testable. This course will teach you about thinking defensively in your approach to errors and exception handling, and also how to create automated tests for Android apps.
Defensive Programming in Android: Network Access and Java Defensive	Defensive Programming in Android uses coding practices and techniques to create apps that are reliable and resilient. This course will teach you some language-specific Java techniques that promote defensive programming when creating Android apps, as well as how to access the network in Android apps in a way that does not affect user experience.
Getting Started with F#	F# is a Microsoft .NET language that offers support for functional programming in addition to object-oriented and imperative programming. This course introduce F#, describes the templates for creating F# programs and files in Visual Studio, and describes how to implement functional and object-oriented programming with F#. You'll also learn how to use conditional expressions, work with loops, and handle exceptions with F#.
Programming in Go	Learning the fundamentals of a new programming language is vital to your success in utilizing the language to its fullest. In this course, you'll learn the skills required to use the Go programming language to write your own programs. This includes basic language syntax, working with variables, types, structs, slices, and maps. Additionally, flow control statements such as for, if, and switch are examined, and pointers, Goroutines, and channels are introduced.
Working with Jenkins: Fundamentals	Jenkins is a continuous integration tool that is used to streamline the task of performing application builds and deploys. Jenkins is open source and is Java based. It integrates with traditional Java build tools such as Apache Ant and Apache Maven. Jenkins is widely considered a DevOps tool. In this course, you will learn how to use Jenkins to build and continuously deploy applications. You will also learn about how Jenkins integrates with other DevOps tools.
TestPrep 98-368 Mobility and Device Fundamentals	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Scala Introduction	Scala mixes programming paradigms, and so presents a challenge to programmers coming from any other language. This course demystifies some of the techniques associated with Scala programming.
Ensuring Social Media and Application Quality	Social media has seen growth and continues to grow at a tremendous rate. With evolving technology in computers, mobile phones, tablets, and other media devices, access to social media has become easier. To ensure users have a seamless experience, it is important for developers, programmers, and testers to ensure social media integration and applications are tested for quality assurance. In this course, you will learn about social media usage trends, social media app risks and challenges, and social media app development trends. This course also covers social media and mobility testing criteria.
TestPrep Systems Security Certified Practitioner (SSCP)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Web Design Basics	Web design involves achieving a design that is both usable and pleasing. The site must deliver information and build brand. It has to be technically sound and visually coherent. In this course, you will learn the basic technologies and terminologies to get you started in designing stunning web sites. The course will cover web site planning and creation, explain all about responsive design, and introduce you to some testing tools.
Web Design Enhancements	Web design is strongly influenced by consumers who are increasingly using devices other than traditional computers to stay connected through social media, read news, receive e-mail, and make purchasing decisions. This course will cover how to embed different media, Cascading Style Sheets, and JavaScript in action.
Safety Principles Impact: Accident Factors	No organization wants to experience an accident. Regrettably, accidents are far too commonplace to ignore. To better insulate your organization and its employees from an accident, it's important to understand what an accident is and what the factors are that contribute to an incident. In this Safety Principles Impact, you'll learn to recognize accident factors that contribute to an accident and how your organization can reduce the risk of an accident occurring by assessing the risk and likelihood of each factor. In this Impact series installment, Jenny Fuller explores accident factors.
Safety Principles Impact: Safe Work Habits and Behaviors	Accident prevention isn't a concern for management alone. Organizations seeking to better insulate themselves from on-the-job incidents are wise to include employees in the prevention process. Developing safe work habits and behaviors is the first step. Employees must know what's expected of them, and how safe work habits and behaviors will benefit them and the organization at large. In this Impact series installment, Jenny Fuller explores safe work habits and behaviors.
Safety Principles Impact: Safety Awareness	Setting expectations for safe work habits and behaviors isn't enough to ensure employees buy in to an organization's accident prevention program. Employees must be made fully aware as to why they must follow procedure. They must be informed of the negative outcomes that could arise from an accident, and they must understand that failing to follow procedure could carry consequences for the entire organization. In this Impact series installment, Jenny Fuller explores Safety Awareness.
Safety Principles Impact: Reporting an Accident	Accident reporting is an essential component of safety. Reporting works to document incidents, enabling organizations to track potential issues in the workplace. And it works to comply with regulations and insurance requirements. Effective reporting procedures establish protocols for handling an incident as well as communication chains inside and out of the organization. In this Impact series installment, Jenny Fuller explores reporting an accident.
Safety Principles Impact: Accident Investigation	Accident investigation is a process for documenting incidents that can yield insight useful to accident prevention planning. By asking specific questions about the circumstances surrounding an incident, investigators can identify risks that may be reduced or eliminated altogether. But investigation cannot be delayed. It must happen immediately in order to capture the most accurate and timely data. In this Impact series installment, Jenny Fuller explores accident investigation.
Safety Principles Impact: Stop Work Authority	When a dangerous situation suddenly arises in the workplace, employees must know how to respond. Stop Work Authority programs provide a means for employees to protect themselves and others. In this Impact series installment, Jenny Fuller explores Stop Work Authority.
OSHA Recordkeeping Impact: Required	OSHA has very specific requirements when it comes to reporting severe injuries and fatalities in the workplace. In this Impact series installment, Jenny Fuller explores required reporting.
Tailoring Your Negotiating Approach	Negotiating successfully with someone means understanding their motivations, interests, and unique personalities, leveraging your insight into an approach that brings them on board with you. In this Challenge exercise, you'll take the role of a program manager negotiating a raise with your boss. It's high stakes for you, demanding that you focus on the issue and on your negotiating counterpart â€" not your own position.
Adobe Dreamweaver CC 2015 Browsers and HTML	Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire web sites. In this course, you will learn about browsers and HTML tags in Adobe Dreamweaver CC 2015, including working with browsers, and using basic HTML tags.
Adobe Edge Animate CC: Exploring the Interface	Edge Animate is a powerful animation tool used to deliver interactivity and animation. This course provides an overview of the user interface layout of Adobe Edge Animate CC, the workspace, and associated elements. It also provides an introduction to creating animations and using artwork. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Adobe Illustrator CC 2015 Introduction and New Features	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs such as logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will be introduced to performing basic tasks in Adobe Illustrator CC 2015 such as working with toolbars, tabs, palettes, and preferences. You will also learn about new features including Creative Cloud Charts, Illustrator Libraries, Stock Art, and linked assets.
Adobe Illustrator CC 2015 Fundamentals	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs such as logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will be introduced to performing basic tasks in Adobe Illustrator CC 2015 such as creating new documents, working with files, using templates, navigating, and configuring workspaces.
Drawing in Adobe Illustrator CC 2015	Adobe Illustrator sets the standard for design and illustration, and it is used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will learn about essential Adobe Illustrator CC 2015 tools including the paintbrush, pencil, magic wand, and pen. You will also learn fundamental techniques such as drawing, selecting, setting fill and stroke, and using colors.

Course	Description
Adobe Illustrator CC 2015 Gradients and Bitmap Images	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners on how to work with Bitmap images and create unique effects such as drop shadows, gradients and blending objects.
Adobe InDesign CC 2015 Fundamentals	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents such as brochures and newsletters, or very large publications such as books and manuals. In this course, you will be introduced to basic tools and features including new features, the toolbars and tabs, navigating and configuring workspaces, and applying color and stroke.
Adobe Photoshop CC 2015 Basics	This course introduces the navigational features of Adobe Photoshop CC 2015 including the toolbars and tabs, workspaces, and rulers and guides. You'll learn about using basic tools and some of the new features.
Adobe Photoshop CC 2015: File Types and Color Editing	This course introduces options for working with files, navigation, and color in Adobe Photoshop CC 2015. You'll learn essential actions for manipulating images such as gradients, duotones, color replacement, and the Mixer Brush tool.
Adobe Premiere Pro CC 2015 Fundamentals	Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips like commercials to long videos like feature-length movies, Premiere Pro is up to the task. In this course, you will learn about Adobe Premiere Pro CC 2015, including the interface and new features.
Adobe Premiere Pro CC 2015 Panels and Effects	Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips such as commercials to long videos like feature-length movies, Premiere Pro is up to the task. In this course, you will be introduced to the multiple panels and how to add effects.
Adobe Premiere Pro CC 2015 Movies and Application Extensibility	Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips such as commercials to long videos such as feature-length movies, Premiere Pro is up to the task. In this course, you will learn about the basics of movie creation and application extensibility.
Adobe Premiere Elements 13 Essentials	This course introduces you to the Organizer Interface in Adobe Premiere Elements 13, including navigating and adding files, and applying calendar elements. In this course, you will learn about the timeline, including how to add movies and edit clips. You'll also learn ways you can manipulate movie files, including adding text and applying effects.
TestPrep 210-060 Implementing Cisco Collaboration Devices (CICD)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 210-065 Implementing Cisco Video Network Devices (CICD)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Advanced Architecting on Amazon Web Services: Costing	One of the key advantages of cloud systems is cost and the economies of scale gained from using the world's largest cloud platform. The cloud cost model, however, is different from traditional IT, and a deep knowledge of costing is required to make the most fiscally efficient systems possible. This course covers the basics of Amazon pricing and billing, and goes on to extrapolate the relative economy of various cloud architectures. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Advanced Architecting on Amazon Web Services: Deployment Management	Deployment in elastic, automated cloud systems is significantly different from the traditional methods of on-site IT. Automation is the key to cloud deployment and meeting the cloud promises of elasticity, scalability, and fault tolerance. This course looks at managing deployment cycles through the life cycle of an application, and various architectures to support the stages. It also looks at the extensive range of cloud deployment services available through Amazon Web Services. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Advanced Architecting on Amazon Web Services: Data Storage Architecture	Data storage on Amazon Web Services can be managed at the object or block level, and selecting the right storage architecture is key to getting the underpinnings of your cloud services right. This course goes in-depth on EBS and S3 to show how they support various application architectures. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Advanced Architecting on Amazon Web Services: Security Architecture	Security is paramount for connected applications, and this is never more true than in the cloud. Amazon provides comprehensive advice and information about their services and how to protect and harden them. And this course guides you through that information. Data at rest and in transit are secured systematically, service-by-service. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Advanced Architecting on Amazon Web Services: Scalability and Elasticity	Scalability and elasticity are the two promises of cloud computing that elevate it above traditional IT and provide the potential for the global scale and cost-effective applications that you are used to. This course covers scaling and elasticity in multitier architectures and for different AWS Services. It is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Cloud System Architecture â€" Concepts and Design	Cloud services vary in size and complexity, and the deployed architecture impacts directly on service and data asset security. This course describes and explores aspects of cloud computing architectural design, and defines associated cloud systems and cloud components. In addition to Cloud Reference Architecture, the course outlines definitions and roles, computing characteristics, and cloud deployment models. In this course, you will learn about cloud security, cloud networks, virtualization within the cloud system, data encryption and aspects of cloud interoperability, trusted cloud services, cloud system management, and operational considerations. The course covers the essential topics for the ICS2's Certified Cloud Security Professional examination â€" Domain 1 requirements.
Cloud Service â€" Legal and Compliance	Alongside the development and uptake of cloud services, comes a developing regulatory framework that compels cloud service providers to protect data and to secure the privacy, integrity, and confidentiality of client data and data assets. This course covers various topics associated with legal and compliance issues with cloud services which are governed within a regulatory framework. The course addresses investigative measures and techniques associated with crime investigation, including eDiscovery and forensic data management. The course also touches on privacy, auditing, and reporting as it applies to cloud technology and services including SAS, SSAE, and ISAE. In this course, you will also learn about risk management, outsourcing, and vendor\provider assessment with particular attention to certifications, access provider audit data, and data ownership issues. The course covers the essential topics for the ICS2's Certified Cloud Security Professional examination â€" Domain 6 requirements.
Configuring Citrix XenDesktop 7.6 Components	In this course, you'll learn to configure your XenDesktop Environment including Citrix Receiver and NetScaler. You'll also take a detailed look at creating Citrix policies and Group Policies using different management tools. This course also covers various configuration tasks you'll need to be familiar with when working with the XenDesktop Catalog and when publishing applications. This course is one of a series in the SkillSoft learning path that covers objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
TestPrep 98-369 Cloud Fundamentals	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Deploying Applications and Software Updates	In this course, you will learn how to create and deploy application packages as well as how to keep devices. This course introduces you to tools to create, deploy, and monitor applications packages. It also shows you how to implement patch and security management using SCCM 2012 R2.
SCCM 2012 R2 Boundaries and Security Considerations	In this course, you will learn how to create and manage SCCM Boundary Groups for segmenting your network for management. You will also learn about security considerations for connecting clients to SCCM, overall data integrity, and administrative delegation. This course provides additional information on using boundary groups to organize devices on the network for SCCM management using Boundary groups. It also covers security considerations for communicating with clients and other endpoints in the SCCM infrastructure as well as role-based administrative delegation.
Managing Inventory and Reporting	In this course, you will learn how to manage mobile device clients leveraging Intune. This will include knowledge of inventory hardware as well as installed applications and leverage reporting features. In addition, this course will introduce you to complex query creation for use in User and Device Collections. This course demonstrates how to use data collected using Windows Intune and the SCCM client for mobile device management and to view valuable hardware and software inventory information. This information can be included in reports generated directly within SCCM. Finally, this course covers how to create complex queries to granularly target users and devices for Collections.
Operating Hadoop Clusters	Hadoop is a framework written in Java for running applications on large clusters of commodity hardware. In this course we will examine many of the HDFS administration and operational processes required to operate and maintain a Hadoop cluster. We will take a look at how to balance a Hadoop cluster, manage jobs, and perform backup and recovery for HDFS.
Capacity Management for Hadoop Clusters	Apache Hadoop is an open source software framework for storage and large scale processing of data-sets on clusters of commodity hardware. This course focuses on the capacity management of Hadoop clusters. You will be introduced to the concepts of resource management through scheduling. You will learn how to use the Fair Scheduler Tool, and how to plan for scaling.
Performance Tuning of Hadoop Clusters	The Apache Hadoop software library is a framework that allows for the distributed processing of large datasets across clusters of computers using a simple programming model. Hadoop can scale up from single servers to thousands of machines, each offering local computation and storage. This course will focus on performance tuning of the Hadoop cluster. We will examine best practices and recommendations for performance tuning of the operating system, memory, HDFS, YARN and MapReduce.
Spark Streaming	Spark Streaming leverages Spark's language-integrated API to perform streaming analytics. This design enables the same set of application code written for batch processing to join streams against historical data, or run ad-hoc queries on stream state. In this course, you will learn how to work with different input streams, perform transformations on streams, and tune up performance.
Big Data Engineering Perspectives	Big data is a term for data sets so large that traditional data processing applications can not be used to perform any sort of analysis. It is often semi structured or unstructured in form. There are a number of unique challenges that arise when companies begin to use big data. The least of which are the engineering concerns. This course will introduce some of those engineering challenges and describe how some companies have come up with solutions.
Splunk Fundamentals	Modern networks consist of multiple services, each generating independent streams of log data. Traditionally, log data resides in separate files and finding specific events can be difficult - detecting patterns is near impossible. Splunk provides a means to collect and store this log data in a collated and redundant data store, facilitating searching and visualization. In this course, you will learn how to install and configure Splunk on multiple platforms. You'll also learn various ways to get your data into Splunk.
Using Your Data with Splunk	After Splunk has collected data from numerous services, it is useful to have a means to search through it as well as create reports from it. Splunk provides services to allow searching log data and creating data models. Splunk can also generate reports, graphs, and dashboards to easily get an overview of your log data. In this course, you will learn how to search your data in Splunk. You'll also learn how to generate reports and create dashboards visualize your data.
Splunk Administration	Splunk is a complex system of multiple interoperating components, as such it offers a great deal of configuration options. Other Splunk administrative tasks include creating and managing alerts and planning server capacity. In this course, you will learn how to configure Splunk to meet your requirements. You'll also learn how to set up alerts, plan server capacity, and manage Splunk servers.
Splunk Visualizations and Dashboards	Viewing individual log items can be useful when troubleshooting specific issues, but less so to see overall trends. When monitoring performance, it is helpful to be able to view service performance at a glance. In this course, you will learn how to create and configure charts to visualize data and provide meaningful drilldown capabilities. You'll also learn how to build customized dashboards to facilitate at-a-glance performance monitoring.
Indexers, Clusters, and Advanced Search	In large server deployments, it may be desirable to achieve a higher level of logging throughput by utilizing multiple indexers in clusters. Depending on data retention requirements, backing up indexes and data may be of importance, Splunk provides services to facilitate this. In this course, you will learn how to scale a Splunk implementation using index clusters. You'll also learn how to back up and restore Splunk indexes and data as well as advanced search methods.
Internet of Things Applications	The Internet of Things integrates a large number of technologies both new and old. It promises to deliver unprecedented awareness of environments and processes. The Internet of Things will allow granular control and automation of tasks. In this course, you will learn about the features and abilities of the Internet of Things. You'll also learn about the software and operating systems available to implement it.
Internet of Things Hardware	The Internet of Things integrates a large number of technologies both new and old. It promises to deliver unprecedented awareness of environments and processes. The Internet of Things will allow granular control and automation of tasks. In this course, you will learn about some of the hardware available to develop for the IoT. You'll also learn the basics of programming this hardware.
Juniper Networks Junos Essentials: Networking Fundamentals	Configuring Junos OS devices requires a thorough understanding of networking fundamentals, and this course is a primer in that understanding. It covers the fundamentals of networking, including the OSI network model, the routing and switching functions, and data-link and IP addressing. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).
Juniper Networks Junos Essentials: Junos OS Fundamentals	Juniper Networks Junos OS differentiates itself from other network device operating systems by being fully modular and focusing on separation of control and data plane. These combine to give Junos OS its high-performance and reliability characteristics. This course covers the architecture of Junos OS and how to get started with configuration. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).
Juniper Networks Junos Essentials: Configuration Basics	Junos OS is a large and complex operating system, and configuration is nuanced. Proper configuration requires a holistic understanding of the OS and the devices on which it runs. This course is a primer in Junos OS device configuration, from initial power-on to managing multiple configurations. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).
Juniper Networks Junos Essentials: Monitoring and Maintenance	The key to a smooth-running network is good monitoring and maintenance tools and processes, and Junos OS comes with lots of functionality in that area. This course covers basic command line tools for getting the status of devices and networks, and troubleshooting specific problems. It also covers maintenance tasks at system startup and shutdown, and managing Junos OS versions. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).
Juniper Networks Junos Essentials: Routing Fundamentals	Packet forwarding and routing are the fundamental functions of layer 3 network devices, and Junos OS includes sophisticated routing functionality. This course covers layer 3 basics, routing and packet forwarding, routing methodologies, and how to configure basic routing in Junos OS. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).

Course	Description
Juniper Networks Junos Essentials: Routing Policy & Firewall Filters	A robust routing policy has a number of positive effects on your network, from lowering utilization and improving responsiveness, to assisting with security. Security is a primary issue for modern networks, and Junos OS routing devices come with sophisticated firewall filter functionality. This course covers Junos OS routing devices routing policy concepts and configuration, and firewall filter concepts and configuration to help you in configuring a robust, performant, and secure network. This course is one of a series of Skillsoft courses that cover the objectives for Juniper Networks exam JN0-102. This exam completes the requirement for the certification Juniper Networks Certified Associate - Junos (JNCIA-Junos).
Retail Safety	The retail sector is one of the largest employers in the world. In the US, the industry is so important that the Retail Sales Index is considered a lead indicator for the country's economy. From brick-and-mortar stores to online sales to large service centers, modern retailers occupy a wide range of business premises. With so many people working in the industry, in a wide variety of workplaces, health and safety in the workplace must be a priority for employers and employees.
Flammable Liquids	This course is intended for employees who work in environments where flammable liquids are used and stored. It covers the OSHA and NFPA standards for safe handling of flammable liquids, as well as best practices for storing and working safely around flammable liquids.
Electrical Safety â€" Canada	An awareness-level course that discusses how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards.
Machine Guarding â€" Canada	This course will provide definitions, general requirements, and requirements for different kinds of machinery concerning the Machine Guarding Program. It will provide general discussion of various guarding methods, as well as defining terms associated with machine guarding. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards.
Accident Investigation â€" Canada	This course will provide an overview of accident investigation and reporting procedures. The accident investigation and reporting process helps to provide a safe working environment by determining the causes of an accident, then reporting them so that accidents can be prevented in the future. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines.
Workplace Inspections â€" Canada	Employers have a responsibility to maintain safe working conditions for their employees and to comply with the government health and safety standards that are applicable to their establishments. They must also ensure that employees have and use personal protective equipment when required for safety and health as they do their jobs. When employees stay whole and healthy, businesses also benefit. They experience lower workers' compensation insurance costs, decreased payout for return-to-work programs, fewer faulty products, and increased productivity. One of the key ways that employers can maintain safe and compliant working conditions is to conduct regular and thorough workplace inspections.
Laboratory Safety â€" Canada	This overview course is designed for employees who work in an industrial, clinical, or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines.
Hot Work Permits â€" Canada	Hot work can be defined as any operation such as brazing, cutting, welding, grinding, soldering, or torching that can cause sparks or flames. While such work is necessary, the hazards associated can be minimized through an effective hot work permit program. This 30-minute course provides an overview of a best practice hot work permit program, including the permit process, roles and responsibilities, and controls used to minimize the risk of fire. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards and guidelines. Learner objectives for this course are to identify key elements of a hot work permit program, describe the primary roles and responsibilities of key personnel involved in a hot work permit program, and recall controls used to minimize the risk of fire and injury during hot work operations.
Fire Safety and Prevention â€" Canada	This course addresses how to prevent fires and recognize fire hazards. It will also discuss what actions to take in the event of a fire, including the proper use of portable fire extinguishers. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines.
Hazardous Materials in the Workplace â€" Canada	This course discusses proper handling of chemicals in the workplace and actions that can be taken to protect the workers, the public, and the environment. It also covers the roles and responsibilities of those responding to events involving hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Emergency and Disaster Preparedness â€" Canada	This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police, or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice standards. Learner objectives are to discuss the purpose and scope of an emergency response plan, describe the purpose and scope of an emergency evacuation plan, recall the actions to take in specific emergency situations, describe the purpose and scope of a workplace violence prevention plan, and identify specific actions to take in the event of a bomb threat.
Business Travel Safety and Security	This course will help business travelers reduce the risks to their person and property while traveling for work. It provides guidelines on how to take precautionary and evasive measures to avoid becoming a victim of crime in various environments frequented by travelers, including airports, hotels, and driving in a car, and when out and about in a new location. It also provides advice on what a business traveler should do in the aftermath of a crime.
Basic Programming in Force.com	Since Force.com is so popular, an in-depth knowledge of how to create Force.com applications is essential for any application developer. In this course, you will learn the fundamentals of Force.com programming. You will also learn the important components of Force.com applications and how Force.com handles user input and data.
Intermediate Programming in Force.com	Since Force.com is so popular, an in-depth knowledge of how to create Force.com applications is essential for any application developer. In this course, you will learn the techniques for designing and programming Force.com applications. You will also learn the architecture of Force.com and the basics of the Apex programming language.
Business Analysis Competencies: Personal Skills	Business analysts require a unique combination of competencies to successfully perform their work. In this course, you'll learn about underlying competencies, including analytical thinking and problem solving, interaction skills, and communication skills as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) v3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis Competencies: Professional Effectiveness	Business analysts require strong business knowledge and professional skills to be effective in their roles. In this course, you'll learn about competencies fundamental to business analysis, including behavioral characteristics, business knowledge, and understanding of tools and technology as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) v3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Business Analysis Perspectives	To be effective in any context, business analysts must be knowledgeable of the characteristics, required competencies, methodologies, and knowledge area implications when operating in a single or any combination of business analysis perspectives. In this course, you'll learn about the characteristics of business analysis perspectives â€" namely agile, business intelligence, information technology, business architecture, and business process management as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Analytical Techniques Used for Business Analysis	Business analysts must use analysis tools and models to assist with scoping and planning, supporting business analysis, and decision making. In this course, you'll learn about a number of business analysis tools, models, and activities as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3.0 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Activities and Tools Used for Business Analysis	Business analysts must analyze and synthesize vast amounts of information, so having the ability to use a broad range of tools and techniques is a key requirement. Group activities can enable knowledge sharing, while various other techniques support decision making and business analysis. In this course, you'll learn about a number of business analysis tools, models, and activities as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) â€" Version 3.0 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Documentation and Criteria Used for Business Analysis	Business analysts must develop a repository of common language to facilitate communication and strategically align activities and goals. In this course, you'll learn about a number of business analysis techniques included in the categories of documentation, business and user cases, and setting metrics and criteria as prescribed in A Guide to the Business Analysis Body of KnowledgeÂ® (BABOKÂ® Guide) v3 by the International Institute of Business Analysis (IIBAÂ®). This course will assist in preparing the learner for the IIBAÂ®'s Certified Business Analysis Professionalâ„¢ (CBAPÂ®) certification exam. IIBAÂ®, the IIBAÂ® logo, BABOKÂ®, and Business Analysis Body of KnowledgeÂ® are registered trademarks owned by International Institute of Business Analysis.
Programming Apps with Java SE 7	Practical application of programming concepts is crucial to developing skills in a particular programming language. This course demonstrates how to use the features of Java SE 7 to create business applications. It will cover using the basic building blocks of classes, objects, methods, and data types, as well as operators and flow control to create basic but useful applications. It will also cover how to use features such as inheritance, generics, and threading to enhance code and build robust apps. It will also cover how to use Java I/O and JDBC to build data-driven applications. Finally, you'll learn how to build and incorporate a user interface and work with Java applets. This course can be used as part of preparation for the Oracle exam 1Z0-803, Java SE 7 Programmer I, to obtain the Oracle Certified Associate Java SE 7 Programmer certification, and for the Oracle exam 1Z0-804, Java SE 7 Programmer II, to obtain the Oracle Certified Professional Java SE 7 Programmer certification.
Programming Apps with Java SE 6	Practical application of programming concepts is crucial to developing skills in a particular programming language. This course demonstrates how to use the features of Java SE 6 to create business applications. It will cover using the basic building blocks of classes, objects, methods, and data types, as well as operators and flow control to create basic but useful applications. This course will also cover how to use features such as inheritance, generics, and threading to enhance code and build robust apps. It will also cover how to use Java I/O and Java database connectivity or JDBC to build data-driven applications. Finally, you'll learn how to build and incorporate a user interface and work with Java applets. This course can be used as part of the preparation for the Oracle exam 1Z0-851, Java SE 6 Programmer Certified Professional, to obtain the Oracle Certified Professional Java SE 6 Programmer certification.
PCI Compliance	The Payment Card Industry (PCI) is booming, with people using credit and debit cards with increasing frequency for all sorts of transactions, every day. The prevalence of credit and debit card usage creates opportunities for fraud, theft, privacy violations, and counterfeiting.
Promoting a Substance-free Workplace	Substance abuse is a pervasive problem in society, so it's no surprise that it carries over into the workplace. According to statistics compiled by the National Institute on Drug Abuse, over 75% of all adult illicit drug users are employed, as are most binge and heavy alcohol users. Substance abusers are more likely to be late or absent from work, change jobs frequently, be less productive, and be involved in workplace accidents. They also tend to have other personal problems outside of work as a result of the substance abuse, which further impairs their ability to concentrate on their work. Successful substance-free workplace programs can result in decreased absenteeism, fewer accidents, less downtime, reduced turnover, and fewer incidents of theft, as well as improving morale and productivity for all employees. This course is designed to provide employees and supervisors with an understanding of the benefits of a substance-free work environment, to help them understand the impact substances have in the workplace and recognize signs of employee substance abuse.
Record Retention	Are you familiar with your company's record retention policy? Do you know what records you should keep, and for how long? And what about disposing of sensitive documents? Following your company's record retention policy supports the organization's internal documentation and accounting systems and addresses compliance requirements in state and federal law. This course will discuss how to use the policy to identify which records must be retained, the different formats in which records may be stored, and common techniques for record disposal.
Preventing Fraud and Abuse	Private investors and business entities lose millions of dollars every year to fraudulent schemes, such as embezzlement, false insurance claims, investment scams, and double billing. Through stepped-up government regulations and tough anti-fraud laws, the business world has come a long way in cracking down on fraud. However, there is still great need for employees at all levels of business to be vigilant in their efforts to detect, report, and prevent fraud and abuse of all kinds. This course provides an introduction to the concepts surrounding fraud and abuse in the business setting. You will learn what constitutes fraud and abuse, what the difference is between them, and your responsibilities as an employee to prevent fraud and abuse in your workplace.
Achieve Your Objectives through Effective Delegation	Have you ever heard one of these phrases: 'If you want to get on in an organization, never make yourself indispensable, make yourself redundant!', or maybe 'If you want something done give it to a busy team!' or perhaps 'Donâ€™t work hard, work smart!' What all these are really saying is the same thing -Â learn to delegate effectively.Â If you can give the right tasks in the right way to your team, you will motivate them, grow their ability to act alone, and free yourself and your time for challenging tasks and roles fulfilling everyoneâ€™s objectives. In this course, youâ€™ll first learn about the impact of different delegation styles. Youâ€™ll then be introduced to principles you can use to help you decide what to delegate and to whom.
The Delegation Process	Everyone has had the experience of asking someone to do something and then not getting back any results or getting back unexpected or poor quality deliveries. Â Usually the root cause of this is that the task giver failed to make clear what was needed, by whom, by when, and how, as well as allowing insufficient time. In this course, youâ€™ll be introduced to the factors you need to consider when planning a delegation so that you can convey these to the delegate. Youâ€™ll be given guidelines on what to communicate and how. Youâ€™ll also learn about the importance of being clear about the level of authority you are delegating and of making sure you inform others who need to know that the delegate is working on the task with your backing.
Successful Delegation: Supervise and Encourage	'We all get the results we deserve' is especially true when it comes to following up on tasks after delegation. Have you ever received a request to do something from someone and never heard another thing until they complain that you are overdue or that the results are not what they expected?Â Supervision at the right level â€" avoiding the equal temptations to either micromanage or to ignore the delegate's activities â€" is critical to assuring a good result. Giving the right coaching, encouragement and support to the delegate, plus seeking feedback and eliciting questions from the assignee are skills to develop for best results.Â And remember, you haveÂ responsibility for execution no matter what happens. In this course, you'll learn how to give supervision and feedback to ensure that your delegates actually deliver what you want and when you expect. You'll find out how to set checkpoints and make sure the delegate gets the support and coaching theyÂ need to be effective.Â Finally, you'll discover constructive ways to respond when things go wrong and how to handle failed deliveries without demotivating the delegate.
Use Delegation to Develop Your Team	Suppose your team is functioning well and delegation is working for you, so that you are getting the results you need.Â How do you take yourself and your team to the next level?Â How can you increase the level of responsibility without loss of quality?Â Can you free even more time for your own career development? In this course, youâ€™ll learn how to improve your delegation skills by taking account of the development needs of your team. Youâ€™ll learn to recognize the six different levels of authority and responsibility that can assigned in a delegation and how these can be used to further the development of the team through thoughtful delegation.

Course	Description
Mentoring 220-901 CompTIA A+	Skillsoft Mentors are available to help students with their studies for exam 220-901 CompTIA A+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 220-902 CompTIA A+	Skillsoft Mentors are available to help students with their studies for exam 220-902 CompTIA A+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Introduction to Windows 10	Windows 10 is an operating system built for today's needs â€" addressing the current expectations of familiarity, communication, security, reliability, performance, and support of more devices. This course reveals the Windows 10 story and explores the Windows 10 interface â€" a blend of contemporary and classic features. The course also discusses the Windows 10 editions and Windows as a Service. o This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Deploy Windows 10 with New and Traditional Tools	Deployment is often expensive. Windows 10 offers new approaches through upgrading or provisioning with the potential of dramatically reducing costs while speeding up adoption. In this course, we explore installation and deployment scenarios for current and new devices; for example, in-place upgrades, wipe-and-load installs, configuring native VHD boot, or provisioning new devices using the WICD tool. You will also dive deep into the core deployment concepts and tools such as WIM files, DISM, ADK, MDT, and other essential utilities. And you will learn about the boot process and Windows To Go. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Configure Devices and Disks in Windows 10	Windows 10 supports a range of new and old hardware technologies including USB 3.1, Miracast, AllJoyn, DirectX12, and software defined storage. Learn how the Universal Driver model is changing how Windows supports hardware. Learn also about the new print driver model and Storage Spaces. In this course, we explore the supported hardware technologies of Windows 10, configuring drivers and disks, and managing Storage Spaces. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Configure Networking and Remote Connections in Windows 10	Configure devices for IPv4, IPv6, DHCP, and DNS for network communication. Support LAN, WAN, WiFi, and WWAN networks for on-site and remote connections. In this course, we explore networking fundamentals as they are integral to Windows 10 systems. You learn how to configure devices for network communication as well as support local and remote connections. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Maintain Windows 10 and Configure Virtualization Technologies in Windows 10	It's important to monitor Windows 10 systems so that you can optimize performance and security. And Windows 10 becomes more agile and economic with virtualization technologies. In this course, we cover how to maintain, optimize, and recover Windows 10 systems. We manage power settings and File History. And we configure Hyper-V and virtual environments. This Skillsoft learning path covers the objectives for the Microsoft exam, Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Configure Authentication and Secure Identities for Windows 10	Passwords are insufficient to protect systems today. Windows 10 adds new security features such as Windows Hello, virtual SmartCards, and Microsoft Passport that seek to overcome the limitations of traditional passwords. Windows 10 also introduces a new way to authenticate users with Azure-based accounts. In this course, we explore the details of how login works as well as key concepts behind authentication including domain accounts, Kerberos, and Azure AD. In addition, we explore the new security technologies in Windows 10 and learn how to implement Windows Hello and virtual SmartCards. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Data Protection in Windows 10	Understand the nuances of applying permissions in order to protect data. Use various methods to encrypt files and devices, keeping user data secure even if the device is lost or stolen. In this course, we explore data protection methods for local and enterprise systems. We examine in-depth the effects of layering NTFS permissions. We learn how to use EFS, BitLocker, and MBAM to encrypt files and devices. We will also be introduced to the new Enterprise Data Protection which provides secure containers for mobile devices and BYOD scenarios. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Install and Manage Windows 10 Applications and Universal Windows Apps	Windows 10 introduces a whole new type of application based on its Universal Windows Platform (UWP). Additionally, Windows 10 comes with changes to the Windows Store. And Microsoft Edge supports modern demands for Web access. This course examines the new universal application model and the new Windows Store. You will learn about new tools and approaches to managing Windows applications, and you will learn how to support traditional desktop applications (Win32) on Windows 10. This includes learning about the application technologies available to overcome compatibility and support costs such as App-V, Intune, Azure RemoteApp, ACT, and more. And we compare the Microsoft Edge web browser with Internet Explorer 11. This Skillsoft learning path covers the objectives for the Microsoft exam, Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Manage Windows 10 Devices	Whether through physical access, remote administration, or cloud-based tools like Intune, you need to be able to manage client devices â€" be they corporate-owned, BYOD, domain members, cloud-connected, Windows, non-Windows, etc. In this course, we explore various tools and methods to manage client devices, with a special focus on Windows 10. This includes multiple methods including Group Policy, MDOP, Intune, O365 MDM, PowerShell, RSAT, WSUS, and more. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Oracle Database 12c - Introduction to SQL: Working with SET Operators and DDL	A key component of a Relational Database is the objects that are created, modified and deleted within the database. This course covers two topics. In the first topic, the course will teach you how to use SET operators in a SQL statement. In the second topic, you will learn how to create a table and work with the various constraints associated with a table. This course is one of a series in the Skillsoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1Z0-061). The exam is part of the Oracle Certified Associate.
Oracle 12c Performance Tuning: Tuning Problem SQL Statements	SQL is at the heart of any relational database management system, and optimizing SQL typically provides the largest performance gains in real-world situations. This course will discuss the Cost-Based Optimizer, which is key in determining the execution path of a SQL statement. You will also learn how to optimize the retrieval of data. This course is one of a series in the SkillSoft learning path that covers the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1Z0-064).
Oracle Database 12c RAC Administration: Installing, Configuring, and Patching	Installing, upgrading, and patching are essential tasks for any DBA, ensuring outages due to software problems are kept to a minimum. This course provide the skills to implement and maintain Oracle RAC software in a production environment and also covers creating a RAC database and understanding all the options available when creating a RAC database. The course also covers converting a single-instance database to RAC and the administration of Oracle RAC One Node. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Stakeholder-driven Process Improvement	Figuring out what needs fixing is the easy part. When youâ€™re launching a major process improvement in your organization, the greatest challenges lie in getting buy-in, and actually sustaining the improvement. In this course, youâ€™ll learn universal evergreen methods that position your process improvement effort to succeed while building excitement and enthusiasm for the changes. Youâ€™ll discover simple - yet powerful - collaborative methods to define the problem, gather voice-of-stakeholder data, and pinpoint what to improve. Youâ€™ll also learn methods for measuring baselines and targeting specific improvements to achieve the future state you envision for the process.
Implementing and Sustaining Process Improvement	At the end of the day, we must be effective in carrying out our process improvement or there will be no return on the investment. In this course, you'll move into the implementation of process improvement, with time-proven methods for planning, implementing, and sustaining your efforts. You'll learn how to assess the pitfalls and barriers that can slow you down, mitigate the risks, and communicate strategically with different types of stakeholders. You'll learn how to keep the improvement on track using key principles of project management, and you'll discover tactics for embedding the improvement deep in the operations of your organization.
Designing, Conducting, and Analyzing Experiments in Six Sigma	Six Sigma teams design and conduct experiments to investigate the relationships between input variables and response variables. By controlling and changing the input variables and observing the effects on the response variables, a Six Sigma team gains a deep understanding of these relationships. After determining what and how much needs to be changed to meet the desired improvement, teams generate solution ideas based on the best combination of input variables' settings to optimize the response, and then the ideas are tested, implemented, and validated. Later in the Control stage, efforts are made to keep the improved processes, products, or services under statistical control and to retain the gains.
Statistical Process Control (SPC) and Control Charts in Six Sigma	Ensuring a process is in control is critical to any Six Sigma project, but how do you determine with certainty if a process is on track or requires improvement? Where do you find the 'proof' or solid facts that a process is out of control and requires intervention? By applying statistical process control (SPC) methods, a Six Sigma team can identify and control variation in a process.
Common DFSS Methodologies, Design for X, and Robust Designs	Design for Six Sigma (DFSS) is the methodology associated with the design of a process, product, or service, which results in Six Sigma output that satisfies both the external customer and internal business requirements. DFSS is an innovative strategy for the design or redesign of a process, product, or service from the ground up. This course examines several of the common methodologies utilized in Design for Six Sigma (DFSS), beginning with the two common counterparts to the DMAIC methodology: DMADV and DMADOV. Design for X is emerging as an important knowledge-based multifunctional approach to design that is aimed at particular prioritized process constraints, such as cost, manufacturability, testability, or maintainability. This course explores several constraints in more detail, offering strategies for achieving designs concentrated on the chosen criteria. Another recently developed approach, robust design, uses parameter and tolerance control to produce designs which will be reliable during manufacturing and while in use. This course will address the basic aims of parameter control, tolerance design, and statistical tolerancing. This course is aligned with the ASQ Certified Six Sigma Black Belt certification exam and is designed to assist learners as part of their exam preparation. It builds on foundational knowledge that is taught in SkillSoft's ASQ-aligned Green Belt curriculum.
Advanced PowerShell Desired State Configuration: Writing Custom Resources	Writing your own custom resources is one of the most important aspects of PowerShell Desired State Configuration. In this course you'll learn about different kinds of resources and about how to write, debug, deploy, and update your own custom Resources. This course is one of a series in the Skillsoft learning path that covers advanced PowerShell Desired State Configuration.
Strategic Alignment and Benefits Realization	As a project manager, your role is to ensure that each project starts out and remains in line with the company's strategic goals and delivers expected value. In this course, you'll learn how to analyze how your project will benefit the organization and bring value to stakeholders. You will learn how to develop the project charter with this goal in mind and to involve stakeholders in the process. Finally, you'll learn strategies for managing stakeholder expectations so that they remain in line with project goals and developments.
Quality Management for Continuous Improvement	Consistently providing high-quality products and services requires use of continuous process improvement initiatives and adherence to applicable industry standards. Using lessons learned in combination with continuous improvement initiatives creates a powerful feedback loop that support process improvement. Industry standards for quality and process improvement provide a benchmark for verifying the results. In this course, you'll learn about the tools and methodologies used for continuous quality improvement, such as Lean, Six Sigma, kanban, and value stream analysis. You'll also learn about international quality standards such as ISO, CMMIÂ®, BS, and IEEE. This course will assist in preparing the learner for the PMIÂ® certification exam and provide a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations.
Plan a Bulletproof Project	Once a project has been initiated â€" its purpose defined, a sponsor and stakeholders identified, deliverables described, requirements explained â€" it's time to get into more detailed planning. Drawing on all the information from the initiating phase, you must now define the work and resources required to meet objectives and complete the project. The plans you develop will help create the scope, cost, and schedule baselines to be used throughout the project.
Lead Your Project Like a Pro	There are three elements to a perfect project performance: a high performing team, high quality deliverables, and effective communication. To manage a successful project, you'll need a range of skills. You've got to communicate effectively, know how to measure performance in key areas, be able to build relationships with stakeholders to keep them engaged, and be skilled in managing conflicts that may arise.
Complete Your Project On-time and On-budget	As a project progresses, you must respond promptly to any changes, adjusting as necessary to meet new demands. Controlling a project means comparing actual performance with planned performance, analyzing variances, evaluating possible alternatives, and recommending appropriate corrective action as needed. In this course, you'll learn about some key aspects of controlling your project, including how to use compression techniques to control a schedule that's fallen behind, how to use some basic calculations to help in controlling costs, and how to respond appropriately to change requests that arise during a project. You'll also find out how to close your project effectively.
Agile Software Testing: Techniques and Tools	Agile approaches include the complementary techniques of test-driven development or TDD, acceptance test-driven development, and behavior-driven development. There are many agile techniques and artifacts, such as user stories, that are available to the agile tester. In this course, you'll learn about agile testing techniques and how techniques such as black box testing can be applied in agile projects. The course also covers management, tracking, communication, and configuration tools that are available to agile testers. This course is one of a series intended to align with the Agile Tester Certified Tester Foundations Level Extension Syllabus. The authors, Rex Black, Anders Claesson, Gerry Coleman, Bertrand Cornanguer, Istvan Forgacs, Alon Linetzki, Tilo Linz, Leo van der Aalst, Marie Walsh, and Stephan Weber, and the International Software Testing Qualifications Board (ISTQBÂ®) are the source and copyright owners of the syllabus. The course is intended to help learners prepare for the Agile Tester Foundation Extension certification (CTFL-AT) exam, which is provided by the Information Systems Examination Board or ISEB, a globally-recognized testing body providing software testing certification. Skillsoft makes no claim to any approval or endorsement of this course by any of the aforementioned parties or other third party.
Developing Basic Apple Watch Applications	Apple Watches allow the wearer to integrate rich applications into their everyday life. Since Apple Watches have become so popular, an in-depth knowledge of how to write Apple Watch applications is an in-demand skill for application developers. In this course, you will learn the fundamentals of writing an Apple Watch application. You will also learn the architecture of Apple Watch applications, a few navigation techniques, and how to design a user interface.
Developing Advanced Apple Watch Applications	Apple watches allow the wearer to integrate rich applications into their everyday life. Since Apple watches have become so popular, an in-depth knowledge of how to write Apple watch applications is an in-demand skill for application developers. In this course, you will learn to design and program applications for an Apple watch. You will also learn to use glances and notifications, and implement intermediate and advanced application features such as adding maps and pins.
Exploring the Basic Features of the Ionic Framework	The Ionic framework enables HTML and JavaScript developers to develop mobile apps and WebApp with mobile-friendly HTML, JS, and CSS components. In this course, you will learn the key features of the Ionic framework and the prerequisites for working with the Ionic framework. You will also learn layouting with Ionic CSS libraries and setting up the Ionic CLI.
Exploring the Advanced Features of the Ionic Framework	The Ionic framework enables HTML and JavaScript developers to develop mobile apps and WebApp with mobile-friendly HTML, JS, and CSS components. In this course, you will learn the Ionic JavaScript library basics, JavaScript layouting, and Ionic JavaScript navigation. You will also learn some advanced features of the Ionic JavaScript library and CLI.
PhoneGap: Exploring Basic Features	PhoneGap enables an HTML and JavaScript developer to develop and publish native apps for an array of mobile platforms. In this course, you will learn about the history, features, prerequisites, and installation of PhoneGap. You will also learn publishing an app through Phone Build and testing, debugging, and maintenance of the app published through PhoneGap.
PhoneGap: Exploring Advanced Features	PhoneGap enables an HTML and JavaScript developer to develop and publish native apps for an array of mobile platforms. In this course, you will learn to publish an app through command line interface; extend your app with hooks and plugins; and work with native API to access camera, accelerometer, geolocation, and host of other native features.

Course	Description
Software Testing Foundations: Testing throughout the Software Life Cycle	Software testing ensures that software is reliable and does the job it was designed to do. It's a crucial part of software development. In this course, you'll learn about testing and its objectives, and software testing principles and processes. The course also covers the psychology and ethics of testing, and testing throughout the software life cycle â€" test types for different software models, test levels, and test types. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the 'Syllabus'). The authors, Thomas Muller (chair) and Debra Friedenberg, and the International Software Testing Qualifications Board (ISTQBÂ®) are the source and copyright owners of the Syllabus. The course is intended to help learners prepare for the Foundation Certificate in Software Testing exam (BH0-010), which is provided by the Information Systems Examination Board (ISEB), a globally-recognized testing body providing software testing certification. SkillSoft makes no claim to any approval or endorsement of this course by any of the aforementioned parties or other third party.
Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing	There are many different software testing techniques, and it's important to choose the best approach for your project. In this course, you'll learn about static techniques, including reviews and static analysis by tools. You'll also learn about implementing dynamic testing techniques â€" identifying test conditions and designing and documenting test cases and procedures. This course also covers the various types of black-box and white-box software testing techniques. Finally, it covers experience-based techniques and the process of choosing a testing technique. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the 'Syllabus'). The authors, Thomas Muller (chair) and Debra Friedenberg, and the International Software Testing Qualifications Board (ISTQBÂ®) are the source and copyright owners of the Syllabus. The course is intended to help learners prepare for the Foundation Certificate in Software Testing exam (BH0-010), which is provided by the Information Systems Examination Board (ISEB), a globally-recognized testing body providing software testing certification. SkillSoft makes no claim to any approval or endorsement of this course by any of the aforementioned parties or other third party.
Genymotion: Testing Android Apps	Genymotion is an efficient Android emulator for testing Android applications. This course covers all main aspects from configuration, to deploying a test application to the Emulator.
Safety Principles Impact: Near Misses	Where an accident is an event that leads to an unwanted outcome, a near miss is an event that almost leads to an accident. As such, near misses provide valuable data for accident prevention. In this Impact series installment, Jenny Fuller explores near misses.
OSHA Recordkeeping Impact: Recordable Cases	Not every on-the-job incident must be reported to OSHA. However, knowing which injuries and illnesses are recordable is essential for every organization. In this Impact series installment, Jenny Fuller explores recordable cases.
OSHA Recordkeeping Impact: OSHA's Form 300	OSHA requires organizations to keep records of all incidents resulting in any injury or illness for which treatment is necessary beyond basic first aid. The OSHA Form 300 is a log of all work-related injuries or illnesses meeting this requirement. In this Impact series installment, Jenny Fuller explores OSHA's Form 300.
OSHA Recordkeeping Impact: OSHA's Form 300A	OSHA's Form 300A is a requirement for every organization covered by OSHA Part 1904 and must be completed yearly. In this Impact series installment, Jenny Fuller explores Form 300A and describes its use.
Asbestos â€" Cal/OSHA	This course will provide you with information about the serious health hazards associated with exposure to asbestos. It will also address where asbestos is commonly found, how it can potentially affect you, and what you need to do to protect yourself and others from exposure. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Office Safety â€" Cal/OSHA	This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards, and office accidents and injuries such as electric shock and falls. The content of this course is designed to comply with the applicable regulatory requirements. The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain, and electric shock.
Slips, Trips, and Falls â€" Cal/OSHA	Slips, trips, and falls constitute the majority of general industry accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to list injuries that can result from slips, trips, and falls; identify fall hazards in the work area; describe the proper use of a ladder; specify how to set up a ladder; list tips to prevent injuries on stairs; describe how to minimize walkway hazards; and list contributing factors to slips, trips, and falls.
Indoor Hoisting and Rigging â€" Canada	This course is designed to educate the worker on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries. The content in this course is designed to comply with the intent of the applicable regulatory requirements and best practice guidelines. Learner objectives for this course are to specify general safety issues of cranes, hoisting, and rigging; define the purpose of the crane safety program; describe general inspection practices; describe testing practices; describe basic load handling considerations; specify operator responsibilities; and recognize standard hand signals.
Packaging Small Quantities	This activity-based course covers Department of Transportation (DOT) requirements for packaging and shipping small quantities of hazardous materials by highway within the United States. Before taking this course, you should have already completed SkillSoft's DOT hazardous material transportation Modules 1 to 4, or other similar training, and have relevant experience using the DOT Hazardous Materials Tables. This course builds on those concepts as they relate to packaging small quantities for shipment by putting you into situations where you'll identify materials in the DOT Hazardous Materials Table and determine whether an exception applies and how it affects the packaging, marking, labeling, and preparation of shipping papers for small quantities of different types of hazardous materials in specific situations. This course does not address the requirements for shipping small quantities of hazardous materials by aircraft, rail, or vessel.
Ergonomics Impact: Computer Ergonomics	Computer Ergonomics is a science which explains the apt neutral posture to be maintained while working on a computer workstation. Recognizing proper ergonomic setup for computer workstations ensures better comfort and productivity, and minimizes undue stress on different body parts. This Ergonomics Impact explores the need for neutral posture when using a computer workstation and helps to understand what a best neutral posture is. In this Impact series installment, Frank Rooney explains the concept of computer ergonomics.
Ergonomics Impact: Engineering Controls	In a work environment, workers are exposed to ergonomic injuries that occur due to reaching, bending, awkward postures, and applying pressure or force. Engineering controls help eliminate the risk of injuries and illness. In this Impact series installment, Frank Rooney explores engineering controls to prevent ergonomic issues.
Hazard Communication Impact: Physical Hazards	A physical hazard is a chemical that causes burns or an explosion. The Hazard Communication Program is critically important in a workplace to ensure employees' safety from physical hazards. The program should include the harmful effects and the preventive measures while handling chemicals. In this Hazard Communication Impact, you will learn about various types of physical hazards and the safety measures. In this Impact series installment, Frank Rooney explores various physical hazards.
Hazard Communication Impact: Safety Data Sheets	Safety data sheets or SDSs define the properties of chemicals and is very vital for Hazard Communication Program. SDSs need to be easily accessible to all employees who work with hazardous chemicals. In this Hazard Communication Impact, you will identify what information is contained in a chemical SDS, why SDS must be accessible in the workplace, and where they should be stored. You will also identify why SDSs and chemical labels should be consistent. In this Impact series installment, Frank Rooney talks about safety data sheets.
Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals	In an organization that deals with hazardous chemicals, the employees are required to follow a hierarchy of controls to eliminate or control exposure to hazardous chemicals. In this Hazard Communication Impact, you'll learn about engineering controls, administrative controls, and use of protective equipment. In this Impact series installment, Frank Rooney explores different methods and controls to eliminate or reduce exposure to hazards in a workplace.
Hearing Conservation Impact: Engineering and Administrative Controls	Engineering controls are used as a means to control or manage noise from an equipment. Examples of engineering controls that can be used to reduce noise levels are soundproofing the equipment, using dampers or springs, maintaining the equipment, and buying low noise equipment. Administrative controls can be used to attenuate noise with the help of less exposure to the noisy equipment. Examples of administrative controls that can be used to reduce noise exposures are limiting the time of work near a noisy device or increasing the distance between the noisy device and the person. In this impact series installment, Frank Rooney discussed about examples of engineering and administrative controls to reduce noise levels.
Electrical Safety â€" Cal/OSHA	An awareness level course that discusses how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Bloodborne Pathogens Awareness â€" Cal/OSHA	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session. Employers may use a variety of methods to meet the intent of the standard. As an example, Cal/OSHA has previously stated that an employer can meet Cal/OSHA's requirement for trainees to have direct access to a qualified trainer by providing a telephone hotline.
Hazard Communication â€" Cal/OSHA	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and dispose of hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the routes of chemical entry into the body, define various categories of chemical hazards, interpret warning labels, interpret information commonly found in a Safety Data Sheet (SDS), and identify types of controls commonly used to reduce or eliminate contact with hazardous materials in the workplace.
Heat Illness Prevention â€" Cal/OSHA	Each year more people in the United States die from extreme heat than from hurricanes, lightning, tornados, floods, and earthquakes combined. This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Ergonomics â€" Cal/OSHA	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to both office and industrial settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Injury and Illness Prevention Program â€" Cal/OSHA	Since July 1991 when Cal/OSHA mandated the Injury and Illness Prevention Program (IIPP) regulation, California employers have seen a significant drop in the number of workplace injuries and deaths.
Ergonomics Impact: Musculoskeletal Disorders	Musculoskeletal disorders or MSDs are minor physical disabilities that affect the muscles, bones, and joints. Understanding the causes and impacts of MSDs and diagnosing them early is important in preventing them. This Ergonomics Impact explores the various causes of MSDs and how it impacts the employees and employers alike. In this impact series installment, Frank Rooney explains the various MSDs and its leading factors.
Ergonomics Impact: Furniture and Equipment	Ergonomics is a process of designing jobs that are suitable to the worker that makes employees work comfortably and increase productivity. In this Ergonomics Impact, you will learn about using proper furniture and equipment in a workplace, recognize flooring and lighting concerns, and standards that guide employers in workstation design. In this Impact series installment, Frank Rooney talks about ergonomics in the workplace.
Ergonomics Impact: Administrative Controls	Administrative controls are workplace policies that minimize the exposure of workers to risk conditions. The administrative controls include conducting training, job rotation, job pace, and scheduling breaks to reduce stress and ergonomic injuries among workers. In this impact series installment, Frank Rooney explores various administrative controls and work practices to reduce ergonomic hazard.
Ergonomics Impact: Workplace Programs	Ergonomics essentially is the study of work. Understanding ergonomics, its goals, and the rules and regulations that govern ergonomic programs is essential to reduce the health and safety risk to employees. This Ergonomics Impact explores the key components of a workplace ergonomics program that keeps employees safe and comfortable, and how it makes them more productive. In this Impact series installment, Frank Rooney explains the use of ergonomics in workplace programs.
Hazard Communication Impact: Routes of Chemical Entry	Working with chemicals may expose an individual to severe health hazards. Chemicals may enter a human body in several ways. In this Impact series installment, Frank Rooney explores different routes of chemical exposure.
Hazard Communication Impact: Health Hazards	A Hazard Communication Program is an OSHA standard that stems from the idea of right to know. The HAZCOM standard states that employees have a right to know about the chemicals and the hazards that they encounter in the workplace. In this Hazard Communication Impact, you'll learn about health hazards associated with corrosive chemicals, carcinogens, mutagens, and sensitizers. In this impact series installment, Frank Rooney explores chemical toxicity and its types.
Hearing Conservation Impact: Monitoring, Testing, and Training	Health issues that arise at the workplace due to higher noise exposure is a major concern for any organization. So it is imperative that every such organization should have a hearing conservation program to prevent employees from noise-related health issues. This Hearing Conservation Impact explains the different ways of monitoring and testing employeeâ€™s hearing skills and exposure to noise at workplace. This impact also explains the training is required to reduce the noise exposure. In this impact series installment, Frank Rooney talks about the key components of hearing conservation program.
Hearing Conservation Impact: Selection, Use, and Care	Noise-related hearing loss is a prime occupational health concern. Exposure to high levels of noise can cause permanent hearing loss. So using the proper hearing protection aid is essential for employees who are exposed to excess noise at workplace. This Hearing Conservation Impact explores the means of selecting and using the hearing protection. This impact also deals with how one should take care of the hearing protection. In this impact series installment, Frank Rooney talks about the fundamentals of hearing conservation.
Hearing Conservation Impact: Types of Hearing Protection	Noise-related health issues are a major concern for any organization. So using the proper hearing protection aid is essential for employees who are exposed to excess noise at workplace. In this impact series installment, Frank Rooney talks about the types of hearing protection.
Hearing Conservation Impact: Precautions When Using Hearing Protection	Hearing conservation programs are essential as noise-related health issues are a major concern for any organization. Program organizers often provide hearing protection devices for employees who are exposed to excess noise at workplace. However, when using these devices, people have to take few important precautionary steps. In this impact series installment, Frank Rooney talks about the precautions to take when using various types of hearing protection devices.
Meeting the Challenge of Workplace Conflict	Conflict in the workplace is inevitable. But that's not always a bad thing. In fact, conflict is often a healthy stimulus to creativity, problem solving, decision making, and growth. However, 'bad' conflict â€" the kind that hurts people â€" is destructive and disruptive. Conflict resolution requires a whole set of skills to recognize it, prevent the 'bad' kind of conflict before it gets out of control, to work out and through a conflict situation and to adapt your own conflict style to the situation you're faced with. In this Challenge, you'll need all of those skills to work through a common conflict situation â€" upholding the mission of your team, while under pressure to give in to the demands of competing priorities.
Coaching to Shift Perceptions	When coaching is a new initiative and direction in a company, you can expect some resistance from the people you coach. You need to call on all your emotional intelligence resources, questioning techniques, and listening skills to get your coachee to accept feedback and move forward. In this Challenge, you play the role of coach to an IT Systems Engineer who isn't on board with the need for coaching. Your mission is to help him set goals, empower himself, and take action toward more productive working relationships.

Course	Description
Spearheading a Process Improvement	In this Challenge exercise you will be tasked with leading a sustainable process improvement initiative. The proposed initiative is to reduce the time and effort required to validate and create e-mail accounts for faculty and students of the university for which you work. As a professional in the program management office of the university's IT organization, you'll work closely with the IT director in proposing a sustainable process improvement strategy.
Decisions: Making the Right Move	You make decisions all day long; many are quick and simple. But when decisions have a far reaching impact, you need to take care to fully understand the issue, consider diverse viewpoints, and evaluate various options against the right criteria, avoiding traps of bias and hasty conclusions along the way. Once you've made the best decision, put it in action and verify the results. In this Challenge, you'll play the role of a Facilities Manager using a problem-solving approach to choose the right building and location for your company's next move.
Applying Your Best Thinking	Critical thinking is your best thinking. You use reason and logic to help you sort through data to remove bias, opinion, and emotion and come up with rational conclusions. It's a hugely valuable skillset, but it's not much use if it's just an academic or intellectual exercise. In this Challenge, you'll use critical thinking to evaluate different Employee Appreciation strategies in a telecommunications company scenario.
Adobe Dreamweaver CC 2015 Fundamentals	Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about Adobe Dreamweaver CC 2015, including the interface, application extensibility, and creating documents.
Basic Coding with Adobe Dreamweaver CC 2015	Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will be introduced to basic coding in Adobe Dreamweaver CC 2015, including working with code and views.
The Adobe Dreamweaver CC 2015 Interface	Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about Adobe Dreamweaver CC 2015, including the Dreamweaver interface, and the functionality of its various panels.
Adobe Dreamweaver CC 2015 Web Design	Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about web design in Adobe Dreamweaver CC 2015, including basic responsive design features, editing features, and working with media and design.
Adobe Flash Professional CC 2015 Fundamentals	Adobe Flash is a powerful multimedia and software development platform that is used by animators, graphic designers, and developers. It can be used to create animated movies and applications for a variety of uses, including for the web or for mobile devices like smartphones and tablets. In this course, you will learn about Adobe Flash Professional CC 2015, including panels and tools, the stage, and how to create a new document in Flash Professional.
Drawing with Adobe Flash Professional CC 2015	Adobe Flash is a powerful multimedia and software development platform that is used by animators, graphic designers, and developers. It can be used to create animated movies and applications for a variety of uses, including for the web or for mobile devices like smartphones and tablets. In this course, you will learn about Adobe Flash Professional CC 2015, including the interface, basic tools, and basic drawing in Flash Professional.
Adobe Flash Professional CC 2015 Tools	Adobe Flash is a powerful multimedia and software development platform that's used by animators, graphic designers, and developers. It can be used to create animated movies and applications for a variety of uses, including for the web or for mobile devices such as smartphones and tablets. In this course, you will be introduced to drawing with Adobe Flash Professional CC 2015, including the use of advanced and transformation tools.
Adobe Flash Professional CC 2015 Animations	Adobe Flash is a powerful multimedia and software development platform that's used by animators, graphic designers, and developers. It can be used to create animated movies and applications for a variety of uses, including for the web or for mobile devices like smartphones and tablets. In this course, you will learn about drawing with Adobe Flash Professional CC 2015, including the use of Timeline and basic animation.
Adobe Flash Professional CC 2015 Programming	Adobe Flash is a powerful multimedia and software development platform that is used by animators, graphic designers, and developers. It can be used to create animated movies and applications for a variety of uses, including for the web or for mobile devices like smartphones and tablets. In this course, you will learn about programming in Adobe Flash Professional CC 2015, including an introduction to ActionScript, ActionScript syntax, and additional features.
Working with Text in Adobe Illustrator CC 2015	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners to essential Adobe Illustrator CC 2015 basic and advanced text features such as working with text, using simple and paragraph text, and placing text.
Adobe Illustrator CC 2015 Tools	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course shows learners how to work with various tools in order to create shapes, erase, cut, slice, and select in Adobe Illustrator CC 2015.
Adobe Illustrator CC 2015 Working with the Pen Tools and Objects	Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. The course shows learners how to use the Pen tools, create compound paths, use free transform, edit curves, rotate and reflect, and create transparency. This course also shows how to scale, shear, and reshape objects.
Adobe Illustrator CC 2015 Advanced Tools and Effects	Adobe Illustrator sets the standard for design and illustration, and it is used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners to using some advanced tools and effects in Adobe Illustrator CC 2015, including crytallizing and wrinkling, puckering, bloating, and scalloping; using artboards, the blob brush, line art, and symbols tools. This course also demonstrates how to use the touch type tool, mesh tool, and perspectives tools in Adobe Illustrator CC 2015.
Adobe InDesign CC 2015 Basic Navigation and Tools	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to tools and techniques including navigating and configuring workspaces, creating new documents, working with guides and rulers, and object tools such as the Pen and Pencil.
Working with Images and Exporting Files in Adobe InDesign CC 2015	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to working with images, advanced image editing techniques, and importing and exporting files.
Working with Objects and Editing Tools in Adobe InDesign CC 2015	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to editing tools and organizing techniques such as arranging, aligning, and grouping.
Working with Text in Adobe InDesign CC 2015	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will learn about basic design in Adobe InDesign CC 2015, including the typesetting basics and how to add and edit text.
Working with Pages in Adobe InDesign CC 2015	Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications â€" Photoshop and Illustrator â€" InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will learn about the advanced features in Adobe InDesign CC 2015, including advanced page options and tools.
Adobe Photoshop CC 2015: Selection Tools and Techniques	This course introduces selection tools and techniques in Adobe Photoshop CC 2015. You'll learn about marquee options such as marquee and move tools and marquee selection techniques.
Adobe Photoshop CC 2015: Layers and Type	This course introduces layers and type in Adobe Photoshop CC 2015. You'll learn about adjustment layers, layer masks and styles, as well as how to rasterize type.
Adobe Photoshop CC 2015 Enhancement Tools and Techniques	This course introduces some of the editing options and features available in Adobe Photoshop CC 2015. You'll learn about tools and effects for object enhancement including transparency, drop shadows, glow effects, reflection effects, lens flares, circular insets, and pattern stamps.
Adobe Photoshop CC 2015 Cloning and	This course introduces some of the transformational features and effects available in Adobe Photoshop CC 2015, including cloning, History Brush tools, Lasso tools, refining, and slicing.
Adobe Photoshop CC 2015 Paths and Techniques	This course introduces how to work with paths and editing options in Adobe Photoshop CC 2015. You'll learn about feathering effects, healing tools, and how to turn a selection into a path. The course also covers Live Shapes and coloring techniques.
TestPrep 210-260 Implementing Cisco Network Security (IINS)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 200-355 Implementing Cisco Wireless Network Fundamentals (WIFUND)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Advanced Architecting on Amazon Web Services: HA and Business Continuity	Disaster Recovery is a perfect fit for cloud technologies, and the scalable and redundant properties of cloud systems. Traditional DR required a sizable investment in a site, hardware, and personnel. This course contrasts traditional and cloud availability and DR and looks at highly available systems and cloud disaster recovery techniques. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Advanced Architecting on Amazon Web Services: Cloud Migration and Architecture	Broad network connectivity is part of the definition of cloud computing, and network design is a key task in architecting a cloud solution. Amazon Web Services provides a wide range of virtual networking tools, from Elastic IPs at the machine level, to Direct Connect for connecting entire sites. This course covers the design theory for virtual networks running on AWS. It also covers using these networks for application migration and hybrid cloud creation. This course is one in a series of Skillsoft courses that cover the objectives for the Amazon certification AWS Certified Solutions Architect - Professional.
Administering System Center Configuration Manager 2012 R2	In this course, you will learn how to use SCCM 2012 R2 to logically group users and computers together for management tasks, and how to monitor and manage the health of the SCCM infrastructure and endpoints. You will also learn how to delegate control of administrative tasks. This course covers Collections which give administrators granular control of targeting users and devices for management tasks. It also covers how to view and monitor the health of the SCCM infrastructure, including reporting functionality.
SCCM 2012 R2 Performance and Health Monitoring	In this course, you will learn how to monitor site-to-site communication and ensure proper communications between endpoints, including how to configure alerts for notification. This course introduces you to built-in monitoring and alerting features in SCCM 2012 R2. You will learn about what to monitor, how to check the status of critical components, and the types of alerts and notifications that can be sent to administrators to notify them of changes or issues.
SCCM 2012 R2 Compliance Settings and Managing Clients	In this course, you will learn how to ensure the proper operating systems and applications are deployed and that they have the proper configuration leveraging data collected from the SCCM client. You will also receive an introduction to managing Mac and Linux clients. This course introduces you to Compliance settings, the manner in which SCCM addresses desired configuration management. You will also learn how to prepare the SCCM client for deployment and how SCCM can be used to manage non-Windows clients (Mac and Linux).
TestPrep 70-694 Virtualizing Enterprise Desktops and Apps	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
VMware NSX Network Virtualization: Technology and Architecture	The architecutre of VMware NSX enables it to overcome many challenges and bottlenecks of traditional physical networks. This course covers the benefits of NSX, its architecture, and different network and security technologies used. It goes on to contrast physical and logical network topologies, and finishes with a discussion on integration with third party products and services. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
VMware NSX Network Virtualization: Physical Infrastructure Requirements	VMware NSX is flexible with regard to the underlying network fabric, but there are a number of significant advantages in different network environments. This course covers the benefits of running VMware NSX over physical network fabrics, and the requirements for doing so. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
VMware NSX Network Virtualization: Configuring vSphere Networking	VMware vSphere has significant virtual networking capability built on vSphere Standard Switches and vSphere Distributed Switches. This course covers configuration and management of both vSphere switch types, including policy management. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
VMware NSX Network Virtualization: Installing and Upgrading	VMware NSX installation can be an involved process, especially when considering upgrades from previous versions or upgrades from vCNS. This course covers preinstallation and installation of VMware NSX, upgrades to NSX 6.x, and expanding transport zones to accommodate new clusters. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
VMware NSX Network Virtualization: Configuring NSX Virtual Networks	VMware NSX networks are comprised of virtual switches, bridges, routers, and VXLANs. VXLANs bring VLAN like overlay technology to virtual networks to overcome data center scaling issues. This course covers configuration of VMware virtual network devices and VXLANs, including router configuration using various routing protocols. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.

Course	Description
VMware NSX Network Virtualization: NSX Network Services	Network services in VMware NSX virtual network environments are broadly similar to regular network services, but with some key differences. This course covers network load balancing; VPNs; DNS, DHCP and NAT; and high availability services. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
VMware NSX Network Virtualization: NSX Network Security	Virtual network security is as important as physical network security - perhaps even more so, given the nature and scale of the connectivity. In this course, you will learn about managing and configuring Service Composer, Logical Firewall Services, and Distributed Firewall Services, all key to ensuring high levels of network security in a VMware NSX environment. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional â€" Network Virtualization.
Preventing Unhealthy Workplace Conflict	Conflict, when hurtful or unresolved, puts distance between people who need to work together, and often results in a loss of talent. 'Not getting along' shouldn't be the reason people fail to contribute or leave organizations. Dealing with conflict when it is in your face is one thing, but preventing it comes first. This means accepting that conflict may occur, understanding the sources of potential conflict, preventing unnecessary conflict by watching for signs, and making sure you and others know what is 'off limits.' In this course, you'll learn about the benefits of healthy conflict, as well as typical sources of conflict. You'll find out how to recognize the signs of unhealthy conflict and take steps to prevent it. In addition, you'll learn when it's appropriate to report a conflict.
Working Out and Through Conflict	When you are dealing with workplace conflict, emotions get stirred up, and many people want conflict to 'go away.' But in most cases it won't go away on its own, so you need to choose a course of action. Sometimes it just means making peace with yourself or a situation. Other times, you may need to make trade-offs. If your choice is to deal with it straight on, you need a process. In this course, you'll learn how to work through conflicts smoothly by using a structured conflict resolution process. You'll also learn about techniques for getting the process back on track if difficulties arise.
Adapting Your Conflict Style	Everyone has their own unique personality style. They also have a preferred style for dealing with conflict. Do you avoid conflict? Or do you take charge in a conflict situation? Perhaps you have a more cooperative approach? When working with others who have different styles, and when facing different conflict situations, we all have to adapt. In this course, you'll learn about the different conflict styles, including when and how to use them. You'll find out about the importance of adapting your style in response to others' styles and the particular situation you're in. Finally, you'll learn how to deal with a difficult individual in a conflict situation.
Emotional Intelligence: Owning Your Emotions	Emotions arise within ourselves â€" through our complex brain circuitry that we sometimes call 'wiring.' No one else is responsible for our emotions â€" we own them, and we must be aware of them in order to manage them, recognize them in others, and develop relationships. External stimuli may trigger our sensations, reactions, and responses but to be emotionally intelligent you must start 'in here' (inside yourself) and not 'out there.' When triggered, your brain gets fired up and you might feel afraid, anxious, angry, shocked, or sad. You may also feel happy, joyful, excited, and fulfilled. When you are intelligent about your emotions, you're aware that the hardest work is managing the emotions that get in the way of your best performance.
Emotional Intelligence: Building Self-Management Skills	Probably the most essential skill involved in Emotional Intelligence is self-management. It usually rides on the tail of self-awarenessâ€¦when you notice an emotion. What can happen is that an emotional response takes on a life of its own, gets hijacked, or snowballs into a reaction that is difficult to control. With self-management skills, you nip it in the bud and control the inward interpretations and outward behaviors associated with strong emotions. You not only self-manage in the moment but you begin to regulate how you typically respond to things that push your buttons. You build a proactive approach to emotional intelligence â€" first with your awareness and then a natural flow into self-management. Another reason why self-management is so important is that with it, the relational side of emotional intelligence tends to flow better. You gain appreciation for the challenge of controlling emotional impulses and become more empathetic and patient with others.
Emotional Intelligence: Being Aware of the Emotions of Others	You cannot achieve results by just focusing on yourself. Work is comprised of groups, teams, relationships, and networks. And organizational dynamics, interpersonal relationships, and the diversity of personality styles will continually challenge your emotional intelligence. Your ability to interact with and influence others, especially when emotions are running high, relies heavily on your personal self-awareness and self-management competence. The more you work on yourself, the better able you are to relate to others. When you are skilled in relationship awareness, your focus is on the other person or persons, while you also manage yourself.
Emotional Intelligence: Applying EI at Work	This course is about applying emotional intelligence in the workplace â€" playing the role of an emotionally intelligent leader whether you have the title or not. The application of emotional intelligence in the workplace is everyone's responsibility.
Be a Better Listener	How well do you listen? Listening is rarely a hot topic in workplace training, yet the most successful people are almost always trained, excellent listeners. They have mastered a number of discrete skills and are capable of deploying this skillset creatively and adaptively to unique situations to ensure workplace excellence. In this course, you'll review the core of that skillset. You'll come to understand why you should focus on improving your ability to listen and debunk misperceptions surrounding the skill. And finally, you'll begin to explore the skills to hone your listening, including how to give yourself a pop-quiz at the end of a conversation.
Roadblocks to Excellent Listening	Before the most advanced listening skills can be deployed, it's critical to remove the common roadblocks to effective listening. There are listening traps that we all fall victim to from time to time, which diminish our effectiveness. Distractions, both internal and external, may keep us from having the most productive conversation if they're not removed or mitigated. Our thoughts and feelings often become roadblocks to effective listening when our biases, our emotional reactions, or our focus on preparing to speak interferes with our effectiveness. Additionally, a listener's own speech can shut down the flow of information. Finally, a roadblock that everyone faces at some point is boredom. Listening to a boring speaker or topic can provide challenges for effectively receiving and retaining critical information. Fortunately, there is hope. We can all learn to listen better despite boredom. In this course, you'll review techniques for overcoming roadblocks to listening. These will include the tools to remove distractions, to keep thoughts and emotions in check, to avoid conversation killers, and of course, to escape boredom.
Active Listening Skills for Professionals	Active listening skills are time-tested tools used by professionals in a wide range of occupations to enhance their work. Psychologists, talk show hosts, or police negotiators may use active listening skills more than any other set of skills. Though you may not be counseling someone in distress, getting a celebrity to reveal their emotions, or bargaining for hostages, the principles of active listening are the same. Active listening means listening attentively to the speaker's words, meaning, intent, and emotions in an unbiased positive way. Active listening also involves creatively utilizing a blend of discrete skills that can be brought to bear in any conversation to draw out additional meaning, intent, and emotions. In this course, you'll review more advanced listening skills to help you operate more effectively in your workplace. These skills include how to prepare your mind to actively listen, how to actively demonstrate I'm listening.
Mastering Active Listening in the Workplace	Success in the most difficult professional conversations can depend on the creative deployment of active listening skills. There are critical moments in our professional lives where the active listening toolkit can make the difference between excellence and failure. Whether it be addressing the angry client, emotional subordinate, evasive witness, or hesitant buyer, effective listening can be the foundation of how you navigate and control the conversation, and achieve the results you desire. Excellent and persuasive communicators employ a creative blend of the skills tailored to each unique situation. In this course, you'll review the skills and techniques for mastering active listening. You'll learn to trust the process, engage evasive speakers, effectively steer emotionally charged conversations, and apply active listening within sales and negotiation scenarios.
Feedback and Its Vital Role in the Workplace	Everyone needs corrective and constructive feedback from time to time, but if you're like many people, the prospect of giving that feedback is chilling. Understanding what feedback is â€" and recognizing the difference between effective, constructive feedback and unhelpful criticism â€" is important at all levels of the workplace. In this course, youâ€™ll learn how that distinction applies in practice, how to approach giving feedback to peers and to supervisors, and how to manage the anxiety you may experience. This course helps to take the mystery and dread out of an invaluable skill.
Delivering Feedback	Giving feedback doesn't have to be terrifying, but you do need to prepare. Get your motives, your purpose, and your plan in place before you open your mouth - and know what you'll do if it doesn't go well. In this course, youâ€™ll learn how decide whether feedback is appropriate or not, where it's appropriate, and how to ensure it makes a positive contribution to the development of the individual, the team, and the organization as a whole. Youâ€™ll also get some tips on how to handle situations where someone reacts badly to your feedback.
Receiving Feedback	Even well-intended constructive feedback can be difficult to take. There are biological foundations for the feelings that result, and it's easy to see why people often respond negatively. But when you can effectively respond and engage with the feedback provider, you can begin to view feedback as a key piece of your professional growth. In this course, you'll learn how to manage your natural reactions, respond productively, and unleash the power of constructive feedback in your own development.
Making Feedback a Regular Occurrence	Feedback works best as an ongoing effort, not an occasional event. Workplaces that incorporate feedback into daily practice enjoy more communication and fewer unpleasant surprises. This course focuses on how you integrate feedback into your routine and what you can do to promote a 'feedback culture' â€" whatever your role in the organization. Instead of viewing feedback as an isolated event or as a response to some specific problem, learn to use it as proactive coaching.
TestPrep 220-902 CompTIA A+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CompTIA A+ Exam 220-901: Motherboards	The inside of a computer can be an intimidating sight. This course will give you an understanding of motherboards and their expansion slots. You will learn about the inner workings of a computer, along with details on the different kinds of motherboards and how you can expand their functionality. This course is one of a series in the Skillsoft learning path that covers the objectives for the CompTIA A+ Certification Exam (220-901). This exam counts toward the CompTIA A+ Certification.
TestPrep 220-901 CompTIA A+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CompTIA A+ Exam 220-901: BIOS and Startup	When your computer first starts up, it goes through a complex series of setup and initialization routines. This course will teach you what it's doing and why. The course covers all of the firmware functions in a computer and describes the BIOS setup and security utilities, the POST process, and all of the other built-in configuration options.
CompTIA A+ Exam 220-901: RAM	RAM is an important part of the computer, but can also be very confusing. There are a lot of different types of RAM, and you need to make sure you have the right one for your needs. This course will help you understand the differences between each one. It will introduce you to the function of RAM, and the wide array and different types of RAM that are available.
CompTIA A+ Exam 220-901: Storage Solutions	Every computer requires some sort of storage device. In this course, you will learn about the different storage options and how they work, and be introduced to the storage solutions for your computer. The course goes into detail regarding different types of hard drives and optical drives, as well as different options for how you can manage your storage.
CompTIA A+ Exam 220-901: CPUs	The main brain of the computer is the Central Processing Unit (CPU) and there are many different types of CPUs, and many different factors to take into account when choosing between them. This course will teach the basics of CPUs, how they work, and all of the different factors that you need to take into account to install and configure a CPU in your computer.
CompTIA A+ Exam 220-901: Connectors and Connections	There are dozens of different ways to connect peripherals into your computer. You need to know which ones can be used for what purposes, and when to use each type of connector, including the benefits and drawbacks of each one. This course introduces you to all of the different types of connectors and cables that can be used for your computer, to plug in all of your peripheral devices.
MLlib, GraphX, and R	MLlib is Spark's machine learning library. GraphX is Spark's API for graphs and graph-parallel computation. SparkR exposes the API and allows users to run jobs from the R shell on a cluster. In this course, you will learn how to work with each of these libraries.
Big Data Corporate Leadership Perspective	Big data leaders must have skill sets that differ from what leaders of the past had. They must be able to show how big data generates value; how investments in big data initiatives should be targeted; and how fast the organization should move to implement them. In this course, you will learn how to create a governance strategy, examine security concerns, and realize how this will impact human resources.
Big Data - The Legal Perspective	By proactively dealing with privacy issues, organizations can safely leverage Big Data while still retaining customers, and avoiding reputational harm, litigation, and regulatory scrutiny. In this course, you will examine privacy concerns, how data can be used ethically, and what to do about social media.
Big Data Marketing Perspective	Big data dramatically impacts all aspects of business culture. Companies need to evolve from their traditional methods and practices to be able to use big data to improve their organization. In this course we will examine the impacts of big data from the marketing perspective. we will look at how the mobile effect has changed marketing, how purchasing habits have changed and what impact datafying consumer behavior has done.
Big Data Strategic Planning	In order to adopt Big Data, senior leadership must be able to establish investment priorities, balance speed and cost, and ensure acceptance by the front line. But they must also build a plan based on data, analytic models, and tools. In this course, you will compare scaling up to scaling out, identify different analytical models, and learn how to secure funding for data initiatives.
Big Data Sales Perspective	Big Data allows salespeople to adopt data-driven methodologies to target high-value prospects rather than relying on relationships and other soft factors to target and close business deals. In this course, you will learn the difference between big data and data science. You will take a look at different algorithms and technology accelerators.
Mac OS X El Capitan First Look	Apple will be introducing a new operating system and it's called El Capitan. It may sound like a rock formation in Yosemite, but it's actually an operating system that will bring many performance enhancements and improvements to the already massive OS. Don't miss out in learning the very best that El Capitan has to offer including an upgraded Notes, a new mission control, and an improved desktop. In this course, you will be guided through the best enhancements yet to be released outside beta. Each will be introduced and explained so that you're ready for the public release.
Rightful Employment Termination	One of the most difficult things you will do as a manager is to terminate an employee. The employee who is being terminated â€" regardless of the reason for the termination â€" may feel angry, frustrated, or betrayed. He or she may be looking for someone or something else to blame, and if the termination is not handled properly, your company could find itself defending against allegations of wrongful termination. Further, even if the termination is handled properly, the employee may file a claim anyway, and your company must be prepared to successfully defend the termination through appropriate decision making and documentation.
Beginning Your Coaching Engagement	The coaching relationship is different from many other working relationships you may have encountered in your career. A coach has a special position that isn't as prescriptive as a manager or as instructive as mentor; a coach is focused on guiding the individual being coached through their own process of discovery and growth. There are five phases of coaching, and this course will cover the first three: enrollment, discovery, and developing the action plan. In these stages, the coaching relationship and its goals are created, setting the stage for the remainder of the coaching engagement.
Coaching Techniques that Drive Change	Coaching by definition is action-centered. This is the main thing that differentiates it from counseling. At this point in the coaching engagement, the coach and coachee will have agreed on and co-created the Strategic Action Plan, which defines the goals and activities that the coachee will be working on throughout the remainder of the experience.Techniques covered in this course will give the learner the tools needed to lead from behind as a coach. Leading from behind is providing guidance through skillful observation and communication techniques that help guide the coachee's discoveries, self-awareness, epiphanies, and 'aha' moments. Keeping the momentum of progress, staying the course, and creating detours characterize the coach's work in this phase. These are accomplished through coaching tactics that include questioning, listening, observing, and challenging.

Course	Description
Coaching to Drive Performance	The proven fact is that desired results are achieved more quickly with the guidance of a personal Coach. When a coach is working to drive performance, the coachee is being held accountable to do what they say they are going to do, and want to do. This phase of a coaching engagement is called the 'accountability phase' in coaching. It is also the phase when the 'shoulds and ought-tos' bubble to the surface - the things that a Coachee is unconsciously following, instead of their true aspirations. These 'shoulds and ought-tos come from outside the coachee, and it is in this phase that they must be dealt with, by either eliminating them or figuring out a way to deal with them. Towards the end of this phase, the coachee is clicking along and it's time to 'fire' their coach. The coach is no longer needed as the goals of the engagement are creating the coachee's desired outcome. The coach must be able to spot the pending conclusion of the engagement and set the coachee up for sustainability of performance using coaching tactics.
Digital Marketing: Getting to the Customer	Classical one-to-many marketing has made way for personalized, individual, and increasingly web-based marketing methods in the digital age. Any company in the world knows that there is no future without marketing your offerings and products on the web or on mobile devices. In this course, you will learn about the primary goals and methods of digital marketing so you can plan the best strategy and mix for your organization. The course surveys a variety of methods and tools for reaching customers at every stage of their decision-making process, with a focus on social media marketing.
Search Engine Marketing: Getting Discovered by the Customer	Search engine marketing (SEM) is the most powerful promotional tool available today, eclipsing many traditional forms of advertising and promotion. Consumers have needs, and an online search for products, services, and information is a first step to fulfilling those needs. Make sure these potential customers find you! This course will explore a variety of paid and organic search engine marketing tactics that can help bump your web site to the top of user search results, capturing the attention â€" and clicks â€" of customers searching for offerings like yours.
Managing Your Reputation Through Content Marketing and Online PR	Everything the customer discovers about your brand before entering your digital services is the focus of your organization's reputation management efforts online. During the phase known as customer evaluation, you need to make a personalized impact on customers, all the while managing the perception of your organization across a broad landscape of social media, blogs, microblogs, communities, and other media. This course offers guidance and insider tips for building, maintaining, and monitoring an integrated online PR strategy, including advice for weathering any social media storm that threatens your brand.
Digital Marketing Partnerships, Sales, and After-sales Processes	How can you get your customers â€" and even other organizations â€" to boost your impact and sales? This course explains how to forge mutually beneficial partnerships with affiliates who'll publish your interactive ads. It explores how to connect with customers and third-party sites who will serve up reviews and recommendations for future customers to view. Learn how crucial the checkout process is for success, and find out how to use voting, ratings, and reviews as powerful digital marketing tools.
Mentoring 70-697 Configuring Windows Devices	Skillsoft Mentors are available to help students with their studies for exam 70-697 Configuring Windows Devices. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 98-369 Cloud Fundamentals	Skillsoft Mentors are available to help students with their studies for exam 98-369 Cloud Fundamentals. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks	Microsoft Excel 2016 makes it easy to create worksheets and workbooks, and to manage and manipulate data. In this course, you will learn how to cut, copy, and paste data; navigate between data cells and worksheets; and customize your Excel workspace. You will also learn about creating and opening workbooks, moving data around in Excel 2016, organizing worksheets, and saving and exporting data.
Microsoft Excel 2016 Essentials: Formatting Data	Making your data look good is easy with Microsoft Excel 2016. You can format numbers and text, and apply styles to make your data stand out. In this course, you will learn how to create custom formatting and styles, and copy formatting from cell to cell. In addition to formatting and styling data in Excel 2016, you will learn how to position the data in your spreadsheet.
Microsoft Excel 2016 Essentials: Data Presentation Strategies	Microsoft Excel 2016 gives you many options for improving the presentation of your data. In this course, you will learn about adding visual impact to your data using Sparklines, linking to different locations using hyperlinks, and creating custom formatting rules. You will learn about the many tools Excel 2016 provides for visually enhancing the appearance of your data.
Microsoft Excel 2016 Essentials: Formulas and Functions	Microsoft Excel 2016 allows you to perform complex calculations on your workbook data. Being able to use formulas to complete calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. In this course, you will learn about the basic concepts and terminology associated with formulas and functions. You will learn about the various ways of referring to cells and cell ranges, and how to use basic functions including logical and IF-type functions.
Microsoft Excel 2016 Essentials: Charts, Tables, and Images	Using tables, charts, and images in Excel 2016, you can create attractive and well-organized representations of worksheet and workbook data. These elements can be easily inserted into your workbook and customized as necessary. In this course, you will learn how to effectively use and customize tables and charts in Excel 2016. You will also learn how to use headers and footers to add additional information to your work.
Getting to Know Outlook 2016	Outlook 2016 is the latest release of Microsoft's primary messaging client. It provides all of the tools necessary for managing e-mail, scheduling tasks, and communication. In this course, you will learn about the basic features and functionalities of Outlook 2016 including a look at how to navigate in Outlook 2016 and view, reply to, and forward e-mail messages. The course also addresses how to create and send new e-mail messages.
Managing Conversations and E-mail in Outlook 2016	Microsoft Outlook 2016 allows you to effectively manage and organize your e-mail messages. In this course, you will learn how to arrange and view messages by conversation; use the People Pane to access, sort and filter e-mail; apply color categories; apply flags; and delete and restore messages. The course also covers ways to personalize your Outlook 2016 such as changing message preview settings and adjusting the reading pane and people pane.
Managing Attachments, and Inserting Items and Signatures in Outlook 2016	Microsoft Outlook 2016 effectively enables you to work with attachments, attach items, and add signatures to messages. In this course, you will learn about working with attachments, creating and adding signatures, and inserting text options. This course also covers adding symbols to e-mail messages and printing messages in Outlook 2016.
Organizing Contacts in Outlook 2016	Microsoft Outlook 2016 allows you to work with contacts in a variety of different ways. In this course, you will learn that creating contacts and contact groups allows you to save time by eliminating the need to type out an entire e-mail address each time you create a new message, assign new tasks, or create meeting requests. This course covers the variety of ways you can create contacts and contract groups, access and view contacts, and manage and print contacts.
Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016	The Microsoft Outlook 2016 calendar enables you to create events, appointments, and tasks, and schedule meetings. The calendar is fully integrated with the other components of Outlook 2016 and allows you to easily incorporate your contacts and e-mail functionality with the calendar. In this course, you will learn about navigating and using the calendar and creating events, appointments, and tasks. This course also covers how to add additional calendars, change the appearance of the calendar, and print the calendar and tasks.
Configuring and Managing Meetings and Notes in Outlook 2016	The Microsoft Outlook 2016 calendar can also be used to schedule meetings in addition to creating events and appointments. In this course, you will learn how to schedule and edit meetings, accept or decline meeting requests, and manage meetings. This course also covers creating and managing notes in Outlook 2016.
Introduction to the PowerPoint 2016 Interface and Basic Tasks	Microsoft PowerPoint 2016 makes it easy to create professional presentations that make an impact. In this course, you'll learn about the new interface and key new features introduced in PowerPoint 2016. You'll also learn how to perform a range of basic tasks so you can get started with using PowerPoint 2016. These tasks include creating and saving presentations, setting up slides, choosing print settings, and viewing presentations in different ways. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.
Modifying and Formatting Slides in PowerPoint 2016	In Microsoft PowerPoint 2016, you can easily add slides to a presentation, manipulate their order, and use predefined options to give the slides a particular look and feel. Then you can use a range of options to add content to slides and adjust its appearance. In this course, you'll learn how to set up a basic presentation, ordering a sequence of slides and applying a presentation theme and slide layout. You'll also learn how to add and work with slide text, including using creative text effects and converting text into SmartArt. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.
Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016	Microsoft PowerPoint 2016 provides a wide range of tools for adding text and graphic content to slides, and for arranging and altering this content to produce presentations that are professional, creative, and highly polished. In this course, you'll learn how to insert, position, resize, and format both text and graphics on PowerPoint slides. You'll also learn how to arrange and manipulate the objects on a slide, and how to apply a range of artistic effects and styles, to both text and graphic elements. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.
Working with the Interface and Performing Basic Tasks in Word 2016	Available in Microsoft's newest office productivity suite, Microsoft Word 2016 makes it easy to create, manipulate, and work with documents. In this course, you'll learn how to get started with Word 2016. The course provides an overview of the Word 2016 interface and its new features, and demonstrates how to use Word 2016 to create, proofread, save, and print documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Formatting Text in Word 2016	Microsoft Word 2016 provides a range of options for formatting and styling text. In this course, you'll learn how to create professional-looking documents by controlling the font and size settings, style, alignment, and spacing of both characters and paragraphs. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Customizing Options and Using Document Views in Word 2016	Microsoft Word 2016 enables users to change a number of default settings to suit their preferences and to view documents in different ways. In this course, you'll learn how to access and change various program defaults, for example to control how Word 2016 saves and lists documents. You'll also learn how to zoom in or out of documents, change document views to suit different purposes, and navigate easily between documents in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Creating and Formatting Tables in Word 2016	Microsoft Word 2016 provides tools that make it easy to create, format, and manipulate tables. In this course, you'll learn different methods for creating and adjusting tables, applying table styles, and formatting the content in table cells. You'll also learn how to apply shading and borders to tables in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Headers, Footers, Page Numbering, and Layout in Word 2016	Headers and footers, as well as appropriate page layout, play an important role in making documents look professional. In this course, you'll learn about all the options for creating headers and footers, adding page numbering and the date and time, and creating custom page layouts for documents in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Using the Navigation Pane and Creating Lists in Word 2016	In Microsoft Word 2016, the Navigation pane makes it easy to find and navigate to specific content. In this course, you'll learn about the options it provides for finding and replacing specific items or attributes in a document. You'll also learn how to create professional-looking bulleted, numbered, and tabbed lists in Word 2016 documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates	Making the Microsoft Excel 2016 environment look exactly the way you want it to is easy. In this course, you will learn how to configure how you want a workbook and the work area itself to appear. You will also learn how to add and customize templates and styles to really make Excel 2016 work for you.
Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects	A picture may paint a thousand words but Microsoft Excel 2016 makes adding both words and pictures to your workbooks very straightforward. In this course, you will learn how to insert and style text boxes, shapes, and SmartArt. You will also learn about applying and customizing themes and watermarks.
Microsoft Office 2016 Intermediate Excel: Working with Data	Microsoft Excel 2016 gives you a number of options for sorting and organizing data. In this course, you will learn about basic alphabetical and numerical sorts through color sorting and custom configured sorts. The course also covers grouping, filtering, searching, and ensuring valid data is entered.
Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries	Using macros in Excel 2016 lets you save time when performing repetitive tasks. This course covers the options available when you are running macros, and also how to create your own custom macros. You will also learn about advanced functions that allow you to perform calculations using date and time, how to look up data, and how to perform advanced conditional queries.
Formatting E-mail in Outlook 2016	Microsoft Outlook 2016 includes many options and features that help make messages more visually appealing. In this course, you will learn about using different message formats, as well as using and applying formatting options that can be applied to text and backgrounds of e-mail messages. This course also covers how to verify spelling and grammar in messages and use the Insights feature and language options.
Configuring Message Options in Outlook 2016	Basic features and options in Microsoft Outlook 2016 allow you to perform common messaging tasks such as composing, sending, and receiving messages. There are however, many options that allow you to configure how messages are sent. In this course, you will learn about the different types of items that can be added or inserted in a message. This course also covers e-mail tracking and message delivery options.
Customizing and Managing Outlook 2016	Microsoft Outlook 2016 includes a variety of management and customization features that allow you to change the way you view and control Outlook to search for items. This course discusses options that allow you to modify, customize, and personalize Outlook. In this course, you will learn how to locate messages and items using Instant Search and Advanced Find, create search folders, add e-mail accounts, and delegate access to an account.
Managing Automation, Storage, and Tidying Up in Outlook 2016	Outlook 2016 includes automated features that help users manage the large amounts of messages they receive on a regular basis. In this course, you will learn about working with automation, including creating, running, and creating Outlook rules, and configuring auto-reply rules and out-of-office replies. The course also covers managing conversations and storage, and using cleanup tools in Outlook 2016.
Managing Contacts, Tasks, and the Calendar in Outlook 2016	Microsoft Outlook 2016 includes collaboration and management features that allow users to manage their calendars, contacts, and tasks. In this course, you will learn about collaboration including sharing a calendar and using Skype meetings. The course also covers using and managing multiple calendars, sharing and managing contacts, and managing tasks in Outlook 2016.
Viewing and Configuring Outlook 2016 Backstage Options	Outlook 2016's Backstage view has a variety of options and features that allow users to customize, manage, and configure the way Outlook looks. In this course, you will learn about Outlook Backstage view options including Info, Open & Export, Save As, and Office Account. This course also covers the Info options available in the Backstage view of a new e-mail message in Outlook 2016.
Using Illustrations, Styles, and Themes in Word 2016	You can add several types of illustrations, such as pictures, screen clippings, shapes, charts, and WordArt, to documents in Microsoft Word 2016. You can also enhance documents by adding properly positioned text, along with attractive formatting and page backgrounds. In this course, you'll learn how to insert and work with different types of graphic and text content, how to use special paste options, and how to apply styles, themes, and backgrounds to Word 2016 documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.
Designing and Formatting Illustrations in Word 2016	Enhance Word 2016 documents with decorative, professional looking illustrations using the Format and Design ribbons dedicated to Shapes, Pictures, Charts, Textboxes, WordArt and SmartArt. In addition, focus on compressing illustrations This course addresses more complex formatting using Word 2016. Some of these skills, for instance, section breaks and pagination options, are beneficial when working with large documents which require complex formatting. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.
Advanced Table Customization in Word 2016	Microsoft Word 2016 makes it easy to integrate tables in documents and to modify them in various ways. In this course, you'll learn how to modify a table and perform both basic and advanced sort operations, manage a table that spans multiple pages of a document, use formulas in a table, convert text to a table and vice versa, and position tables within other page elements in Word 2016. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for intermediate-level users.

Course Title	Description
Maintaining, Protecting, and Reviewing Documents in Word 2016	Microsoft Word 2016 makes it possible for multiple contributors to collaborate in reviewing documents, as well as providing features that help protect documents from unwanted changes. In this course, you'll learn how to use comments, check document revisions, track document changes, and combine or compare revisions in different document versions. You'll also learn how to protect a document from specific types of changes, manage draft versions, and alter document properties. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.
References, Proofing, Mail Merges, and Forms in Word 2016	Microsoft Word 2016 provides sophisticated options for adding references to documents, automatically correcting documents, performing mail merges, and constructing forms. In this course, you'll learn how to add references such as hyperlinks, citations, a table of contents, and a bibliography to a document. You'll also learn how to configure automatic text correction and formatting, how to perform a mail merge, and how to construct a basic form and add controls to it in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.
Sharing and Collaborating on Documents in Word 2016	Microsoft Word 2016 includes several useful options for sharing and collaborating on documents, and for speeding up a range of routine tasks. In this course, you'll learn many different ways of sharing Word 2016 documents. You'll also learn how to create and use macros and reusable pieces of content called Quick Parts, about the internal search facility in Word 2016, and about downloading useful apps from the Microsoft Store Online. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for intermediate-level users.
Microsoft Office 365 for Advanced Business Users: Portal Enhancements	The Microsoft Office 365 portal provides features to customize your user experience when logged in. In this course, you'll learn how to use these features to customize the look and feel of your portal, change the branding and themes of your portal, and use the Azure Office 365 Import service to upload PST files. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365 for Advanced Business Users.
Microsoft Office 365 for Advanced Business Users: Clutter and Compliance	Microsoft Office 365 introduces e-mail enhancements to make the use of e-mail more effective by removing clutter from the inbox. Office 365 also provides compliancy for e-mail retention, searches, retention settings, and data loss prevention. In this course, you'll learn how to enable the clutter feature and train it to differentiate business-critical mail from day-to-day, less important mail. You will also learn how to access, set up, and control the features available in the Compliance portal. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365 for Advanced Business Users.
Microsoft Office 365 for Advanced Business Users: IT Management Controls	Microsoft Office 365 provides tools for IT Management to control access and retrieve reports against actions performed. In this course, you will learn how to configure IT Management controls for OneDrive for Business, as well as how to pull and export reports, limit file synching to domain-joined machines, and set storage quotas in OneDrive for Business. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365 for Advanced Business Users.
Microsoft Office 365 for Advanced Business Users: New Presentation Features	Microsoft Office 365 provides new presentation features, including Delve, Sway, and Office 365 Video. In this course, you'll learn to use modern groups and access their content. You'll learn how to find content using Delve and learn how to upload, manage, and share videos in Office 365. This course is one of a series in the SkillSoft learning path that covers Microsoft Office 365 for Advanced Business Users.
Microsoft Windows 10: Supporting Operating System and Application	It's important to decide on an effective strategy for installing the Microsoft Windows 10 operating system and applications on PCs and other devices. This course covers installation and configuration procedures for the Windows 10 operating system as well as Desktop and cloud apps. This course is one in a series of courses for the Supporting Windows 10 learning path.
Microsoft Windows 10: Supporting Connectivity and Data Storage	To connect Microsoft Windows 10 devices in networked environment, it's important be familiar with networking and security protocols, as well as how to provide support for effective and secure remote access. This course provides information about network connectivity and remote access settings. It also discusses considerations relating to data storage. This course is one in a series of courses for the Supporting Windows 10 learning path.
Microsoft Windows 10: Supporting Authentication, Permissions, and Data Security	To control user access to Microsoft Windows 10 devices and the data they contain, it's essential to select the best authentication and data security mechanisms to meet the organization's requirements. This course explains how to configure authentication and permissions, as well as how to secure data on a Windows 10 device. This course is one in a series of courses for the Supporting Windows 10 learning path.
Microsoft Windows 10: Supporting Hardware, Performance, and Mobile Devices	As part of effectively managing the Windows 10 devices in an organization, it's important to be familiar with troubleshooting hardware issues and monitoring performance of the devices. As more and more users work off mobile devices, it's also important to manage their use through policies and have mechanisms in place for data synchronization between various devices. This course covers how to troubleshoot operating system and hardware issues, as well as optimize and monitor performance, and manage mobile devices and broadband connectivity. This course is one in a series of courses for the Supporting Windows 10 learning path.
Microsoft Windows 10: Supporting Client Compliance and Managing Clients	Compliance and security are important aspects of managing Windows 10 clients. This includes managing how updates are rolled out and configuring security options, including Group Policy settings, to protect devices and data. This course explains how to manage client compliance and security using Intune, as well as how to support Group Policy in a Window 10 environment. This course is one in a series of courses for the Supporting Windows 10 learning path.
TestPrep 70-697 Configuring Windows Devices	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Configure User Data in Windows 10	Today, more than ever, users need to be able to securely access relevant data anywhere, anytime. Windows 10 supports mobile users and safe data sharing leveraging both Active Directory technologies as well as cloud-based solutions such as OneDrive. In this course, we cover how to enable mobile and desktop data access for both on-premises devices and BYOD scenarios. We also explore the different user profile configurations and the different data protection tools such as File History and Backup. This Skillsoft learning path covers the objectives for the Microsoft exam, Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
Threat Resistance Technologies in Windows 10	Systems are vulnerable and threats are real. You need to be able to protect network and local access to resources, install safeguards, and implement countermeasures. In this course, we explore the built-in security features that come with Windows 10 and are designed to resist many known threats. This includes Group Policies, User Account Control, AppLocker, Device Guard, Windows Advanced Firewall, Windows Defender, and other Windows 10 internal protections. This Skillsoft learning path covers the objectives for the Microsoft exam, Building Configuring Windows Devices (beta for Windows 10) (70-697). This exam counts toward the Configuring Windows Devices Microsoft Specialist certification.
TestPrep 1Z0-061 Oracle Database 12c: SQL Fundamentals	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Oracle Database 12c - Introduction to SQL: Restrict, Sort, and Customize Output	Database tables hold a large number of rows, which are often not sorted, in any specific order. This course will teach you how to selectively return only a subset of rows, sorted and customized. This course is one a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: SQL Fundamentals exam (1Z0-061). The exam is part of the Oracle Certified Associate certification.
Oracle 12c Performance Tuning: Measuring and Maintaining SQL Performance	Once poorly performing SQL is identified, and changes proposed, those changes need to be validated to ensure that they will yield the desired effect. This course will show how tools such as the SQL Performance Analyzer and SQL Tuning Advisor can be used to achieve this goal. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1Z0-064).
Oracle 12c Performance Tuning: Tuning Instance Memory	The SGA a key component to the effective working of the Oracle database engine. This course covers the SGA as well as topics such as the buffer cache, which enhances database I/O, the shared pool, which is key to application scalability, and the PGA and its role in sort operations. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1Z0-064).
Oracle 12c Performance Tuning: Performance Tuning Summary	This course concludes the overview of the SGA, focusing on the Automatic Memory Management feature. In this course, we'll examine a series of commonly occurring real-world performance problems, and the typical solutions for those scenarios. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c: Performance Management and Tuning exam (1Z0-064)
Oracle Database 12c RAC Administration: Day-to-Day Administration	Enterprise Manager Cloud Control is a valuable tool in the day-to-day administration tasks of an Oracle RAC database. This course covers using Enterprise Manager and command-line utilities to manage an Oracle RAC database. Some of the topics covered in this course are understanding and modifying RAC specific initialization parameters, working with online redo log files and managing RAC instances. The course also covers converting a single instance database to RAC. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Oracle Database 12c RAC Administration: Backup and Recovery	Some of the most critical responsibilities of an Oracle DBA are ensuring that the database is backed up and that it can be restored in the event of a failure. This course covers using RMAN to back up and restore a RAC database, minimizing downtime after an outage, and maintaining archived redo log files in a RAC environment. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Oracle Database 12c RAC Administration: Global Resource Management	Understanding global enqueues, instance locks, and cache fusion in a RAC database is essential in diagnosing performance problems, preventing outages, and tuning the database for optimum performance. This course covers Global Enqueue Management, which consists of global enqueues and instance locks, and Global Cache Management also known as cache fusion. Collectively Global Enqueue Management and Global Cache Management are known as Global Resource Management, a critical component of RAC architecture. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Oracle Database 12c RAC Administration: Monitoring and Tuning	Ensuring that a database is performing at its optimum capacity is crucial for any database administrator. Resolving performance problems using views and diagnostic and tuning tools when a database is not meeting its performance requirements is just as important. This course provides key RAC monitoring and tuning techniques using Enterprise Manager Cloud Control and built-in database tools like AWR, ASH, and ADDM. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Oracle Database 12c RAC Administration: Client Connections and QoS	High availability is a critical requirement of Oracle RAC. Configuring client- and server-side connections to seamlessly handle outages helps in achieving this goal. Just as important as managing the connections to the database is ensuring that the most important business workloads get the highest priority in the database. This course covers the configuration of client and server components to ensure high availability in RAC database connections. Quality of Service Management â€" a component of Oracle RAC that ensures that the most critical business workloads are prioritized for database resources â€" is also covered. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Mapping and Measuring to Support Sustainable Process Improvement	Mapping and measuring processes in a visual way is a critical skill to master in the pursuit of process improvement efforts. Properly completed mapping is crucial to determining baseline measures, creating a business case, and winning buy-in for change. It creates a visualization of current and future states that allows for lasting improvements. This course will teach you how to map processes and generate improvement actions and measurable goals for process improvement success.
Fundamentals of Lean and Six Sigma and their Applications	Six Sigma is a data-driven improvement strategy that views all activities within an organization as processes. Process inputs can be controlled and adjusted to effect significant improvements in process outputs. Six Sigma uses a rigorous and systematic methodology known as DMAIC (define, measure, analyze, improve, and control) and a number of qualitative and quantitative tools. Its goal is to drive process, product, and service improvements for reducing variation and defects. Lean is also an improvement methodology, but with a different focus. It aims to enhance process flow, reduce cycle time, and eliminate waste.
Six Sigma Project Selection, Roles, and Responsibilities	Deployment of Six Sigma, Lean, or another continuous improvement methodology demands major investments of time, effort, and money on behalf of an organization. Organizations need to exercise due diligence to determine if Six Sigma or Lean is the appropriate methodology to employ, or perhaps a less demanding quality and process improvement approach is better suited to meet their needs. Having decided on the methodology, improvement teams need to determine screening criteria for the selection of most appropriate improvement projects. Success of these projects largely depends upon the contribution of a variety of Six Sigma stakeholders. As a key Six Sigma stakeholder, Black Belts often lead improvement teams and their skills and qualifications are critical to teams' ability to deliver the expected results.
Six Sigma Strategic Planning and Deployment	Strategic planning of Six Sigma projects and Lean initiatives plays a critical role in their success in an organization deploying them. A number of strategic analysis and planning tools, such as Hoshin Kanri, feasibility studies, SWOT and PEST analysis, can be used in support of strategic deployment of improvement projects and to enhance their value and effectiveness.
Impact on Stakeholders and Benchmarking for Six Sigma	The success of Six Sigma deployment in an organization largely depends on the success of individual Six Sigma projects. Organizational stakeholders, including customers, suppliers, and employees, have a strong influence on the implementation of Six Sigma projects. In turn, these projects impact the organizational stakeholders by throwing many opportunities and challenges before them and requiring them to adapt to changes caused by improvements. Benchmarking is used in Six Sigma projects to set improvement goals against world-class and competitive reference points. Benchmarking may also be used at later stages in Six Sigma DMAIC while evaluating existing operations and incorporating best practices to maximize the success of improvement efforts.
Using Business and Financial Measures in Six Sigma	Six Sigma improvement begins with assessing the current performance of an organization's processes and products, and comparing it with the desired performance. An important part of this assessment is choosing a set of measures that will provide a comprehensive picture of how the company is achieving its goals of customer satisfaction, organizational learning and improvement, internal process performance, and bottom-line financial growth. This course examines two categories of key measures: business performance measures and purely financial measures, exploring how these measures reveal the current state of the business and point to gains achievable through Six Sigma.
Six Sigma Team Dynamics, Roles, and Success Factors	Forming an effective Six Sigma team for driving improvement projects throughout an organization is essential to Six Sigma success. Teams are vital to Six Sigma and Lean projects that have goals of improving an organization's existing quality, enhancing bottom-line performance, and reducing costs. The methods used to form and develop a Six Sigma team will have a dramatic effect on the team's overall performance. Black Belts need to proactively contribute to the effectiveness of Six Sigma teams to promote positive organizational change.
Six Sigma Team Facilitation and Leadership	Six Sigma Black Belts must possess specific qualities to succeed throughout the deployment cycle. Some of these qualities include effective leadership, motivation, team building, and communication. As team leaders, Six Sigma Black Belts need to know how to facilitate teams and apply motivational techniques to achieve assigned goals. Black Belt leaders adopt appropriate leadership approaches to help develop, strengthen, and integrate all elements necessary for the effective team facilitation. They need to recognize the stages of team development and choose targeted approaches for managing performance at every stage. Finally, they need to develop a communication plan that outlines the why, what, who, where, and how of team communication.
Six Sigma Team Dynamics and Training	Black Belts have the challenging task of managing the full spectrum of team dynamics on Six Sigma improvement projects. Besides resolving conflicts, Black Belts require the skills to manage and optimize group behavior. They must also be familiar with tools and techniques for making team meetings and decision-making process more effective. Black Belts are often called upon to assess training needs and plan its delivery to ensure team members have all necessary skills and knowledge required for the success of improvement projects.

Determining Requirements by Listening to the Voice of the Customer in Six Sigma	Customers are at the heart of all Six Sigma initiatives, and this focus on customers is what makes Six Sigma an outstanding organizational performance improvement program. The voice of the customer (VOC) is a Six Sigma strategy used to capture requirements and feedback from customers in order to meet their requirements. Voice of the customer is a critical input at every stage in the Six Sigma DMAIC process, particularly at the Define stage. At this stage, critical customer requirements concerning quality, cost, process, and delivery are collected and translated into measurable, actionable project goals using a number of tools. Using VOC begins with defining Six Sigma goals for collecting and analyzing customer requirements. It is imperative that Six Sigma leaders determine the critical to x (CTx) requirements concerning quality, cost, process, and delivery requirements of customers and the organization. Then the team needs to identify and select the most effective methods for collecting customer feedback and requirements. From there, customer requirements are translated into measurable, actionable project goals.
Six Sigma Business Case, Project Charter, and Tools	A project charter is the most important document used to initiate and manage a Six Sigma project. It is treated as an informal contract between an organization and the Six Sigma team. The project charter articulates the business case for Six Sigma projects, specific problem that the Six Sigma team is going to work on, and the project's scope, goals, and objectives in very clear, specific, and measurable terms. As part of the process of developing a project charter, some performance measures such as cost, revenue, and schedule are identified and developed. Once the project is kicked off, the project charter is reviewed periodically by stakeholders in relation to a project's actual progress. A number of project management and analytical tools, such as Gantt charts, tollgate reviews, work breakdown structures, RACI model, affinity diagrams, tree diagrams, and prioritization matrices are used to measure and track the project's progress on a continuous basis.
Process Flow Metrics and Analysis Tools for Six Sigma	To improve the processes behind an organization's products and services, a Six Sigma Black Belt must measure them. Among the many Six Sigma tools, several are designed specifically to identify and prioritize process input and output variables and their importance relative to customer or business requirements. Using cause-and-effect matrices, Black Belts can determine which process inputs to target first. Using process efficiency formulas, they can determine the ratio of value-added time to total lead time, then enhance this ratio by reducing that troublesome drag on lead time â€" work in process. With metrics established, Black Belts can recommend approaches to balance the flow of processes and determine the impact that 'hidden factories' could have on process flow metrics. Looking closer at the steps of a given process, Black Belts are then able to wield a number of analysis tools such as flowcharts, spaghetti diagrams, process maps, value stream maps, and gemba walk to reveal lurking time traps, constraints, and wasted steps â€" all with a view of improving process characteristics for optimum efficiency.
Data Types, Sampling, Collection, and Measurement in Six Sigma	An organization's success depends upon how it delivers on its processes. Before Black Belts can begin to improve an organization's processes, they must collect data to measure current processes using appropriate methods and tools. Successful data collection starts with careful planning and a knowledge of various data types, measurement methods, and sampling techniques. Black Belts also need to be aware of best practices for ensuring data accuracy and integrity. As Six Sigma team leaders, Black Belts help to oversee careful data collection efforts during the Measure phase of the Six Sigma DMAIC process.
Using Basic Statistics and Graphical Methods in Six Sigma	Organizations must ensure that their products and services are extremely consistent to desired specifications, as variations can lead to rejected orders, reworks, and eventually, customer dissatisfaction and financial losses. Statistics can provide Black Belts with the tools to summarize and assess collected data in a meaningful way for identifying sources of variation and controlling them. Black Belts can use descriptive (enumerative) statistics to tabulate and graphically represent sample data through a number of informative charts and diagrams. Using analytical (inferential) statistics, supported by the central limit theorem, Black Belts can confidently make inferences, test the statistical validity of their inferences, and optimize and control processes.
Determining Process Performance and Capability in Six Sigma	In any improvement initiative, organizations must determine whether their existing processes meet the targets and specifications demanded by the customer, or by the business. Measuring and analyzing the capability and performance of a process under review enables organizations to numerically represent and interpret its current state, and to report its sigma level. When done correctly, process capability analyses enable Black Belts to precisely assess current performance in light of future goals, and ultimately, to determine the need and targets of process improvement. Process capabilities can be determined for normal and non-normal data, variable (continuous) and attribute (discrete) data, and for long- and short-term alike.
Measuring and Modeling Relationships between Variables in Six Sigma	As a Six Sigma team moves into the Analyze stage of the DMAIC process, it looks more closely at the variables and variable interrelationships identified during the Measure stage. As part of the analysis, a scatter diagram of dependent and independent variables is drawn to visualize the form, strength, and direction of their relationships. By determining their correlation coefficient, a linear relationship can be quantified and identified as positive, negative, or neutral. Then, using regression analysis, a model is developed to describe the relationship as a linear equation and then used for predictions and estimations. However, it is essential to analyze the uncertainty in the estimate, to test that the relationship between variables is statistically significant, and that the model is valid.
Sustaining Six Sigma Improvements	As a Six Sigma project winds down, a number of activities are undertaken to hold the improvements and gains achieved from the project. For instance, lessons learned from all phases of a project are documented. Efforts are made to replicate and apply improvements to other parts of the organization. Training for process owners and staff is developed and implemented to ensure consistent execution of revised methods and to maintain them. Improved processes are regularly evaluated to identify additional improvement opportunities. And finally, leading and lagging indicators are monitored to ensure processes consistently deliver expected value to the organization.
Advanced PowerShell Desired State Configuration: Advanced Configuration	PowerShell DSC can be used to configure many important elements of your datacenter on premises, in the cloud, and across platforms. In this course, you'll learn some advanced techniques for writing DSC configurations and configuring nodes as well as how to configure HyperV, Azure VMs and Linux environments using DSC. This course also looks at a new approach to least-privilege administration using DSC â€" Just Enough Administration (JEA). This course is one of a series in the SkillSoft learning path that covers advanced PowerShell Desired State Configuration.
Solving Problems: Framing the Problem	Clearly articulating a problem requires asking the right people the right questions. Having all that information will make finding the root cause easier than if you tried to solve the problem in isolation. Framing the problem accurately requires finding out who affects and is impacted by the problem. It also requires identifying the reason(s) the problem exists. In this course, you'll learn how to identify stakeholders and effectively elicit their input. You'll find out how the causes of problems can lie at different levels of the organization, and you'll learn techniques to uncover the root cause.
Solving Problems: Generating and Evaluating Alternatives	Before generating alternative potential solutions to a problem, it's helpful to have a sense of the 'ideal state' â€" what the situation would look like if people had a magic wand. This provides some direction to those coming up with new ideas. After all, it's helpful to know if you're heading north or south before leaving your driveway, right? Once ideas and alternatives are on the table, evaluating which ones are the best to implement can be a daunting task. In this course, you'll first learn how to elicit descriptions of ideal states. Next, you'll find out how to use basic techniques for generating and evaluating alternative solutions to a problem. Finally, you'll learn to recognize and avoid common pitfalls that can occur while generating and evaluating alternatives.
Making and Carrying Out Tough Decisions	You've defined the problem, generated ideas for how to resolve it, and narrowed down your options. The time has come to make a final decision. What do you do? In this course, you'll learn how to make a smart decision by paying attention to key criteria, such as costs, time constraints, and alignment with organizational goals. In addition, you'll find out about different decision-making styles and ways to plan and manage the implementation of a solution. You'll also learn about the importance of evaluating how the implementation went and, last but not least, of celebrating your efforts and accomplishments.
Thinking Critically: Coming to Terms with Assumptions	Assumptions are necessary to help us make sense out of our world. Often we are not even aware we are making assumptions. Where critical thinkers differ is that they are able to spot the assumptions that are being made by themselves and others, and they take steps to find out if these assumptions are justified by evidence. They also check to see what others are thinking before starting down a path of thinking that snowballs into some inaccurate conclusion. Assumptions can get in the way of thinking rationally, critically, and unemotionally. We cannot eliminate all assumptions, but we can do a good job coming to terms with them as a natural, sometimes helpful, but often problematic part of our thinking process. This course defines what assumptions are, describes how different kinds of assumptions may be appropriately challenged, and covers the importance of seeking out the perspectives of others as a check on your own assumptions.
Thinking Critically: Getting Your Arms around Arguments	The word 'argument' can mean a spat between people, or a lawyer's statement in court. In the field of critical thinking, an argument â€" like an assumption â€" is an expected part of the process of reaching a logical, well-thought-out conclusion and outcome. You and others regularly make arguments â€" because you want to make a point, or move an issue forward. An argument typically has a rationale and a conclusive statement, both deserving of exploration and questioning. When you say or hear words such as 'this is because' or 'so, therefore' â€" you're usually making or facing an argument. In this course, you'll learn to identify arguments, recognize persuasion techniques, explore arguments for accuracy and logic, and marshal arguments of your own.
Thinking Critically: Drawing Conclusions with Confidence	Drawing conclusions is an appropriate expression because concluding â€" when thinking critically â€" often involves mapping out data and making it visual. When drawing conclusions, you analyze and weigh the data, information, and sources you have to support taking action. Even if you've verified assumptions and evaluated a variety of arguments related to an issue â€" you still have to reach the point of conclusion. A good conclusion is based on sorting through and out the data, getting critiques from others, and drawing it out/depicting it in a way that others can understand. In this course, you will analyze the process of drawing a conclusion into its logical components. You'll learn about the use of questions and diagramming tools to assist in this process.
TestPrep PRINCE2Â®: Practitioner	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the time.
Introduction to Xamarin for .NET	The Xamarin.Android platform provides a means to design and develop Android applications using .NET/C# in Visual Studio, or the native Xamarin integrated development environment (IDE). It allows developers who may already be familiar with application development in C# to quickly get started developing mobile Android applications. C#/.NET has a small learning curve allowing new developers an easy path to mobile app development. In this course, you will learn to prepare an Xamarin development environment. You will also familiarize yourself with some of the basics of Android development.
Android OS	The Android mobile platform has become extremely popular. Available on both flagship devices with high-specification hardware as well as budget handsets, it offers developers and consumers a large number of useful application program interfaces or APIs and features. In this course, you will learn to create a simple Android application and run it in an emulator. You will also learn some of the fundamentals and history of the Android platform.
Android User Interface Elements	The Android platform offers a host of useful user interface components that you can leverage to create your application and provide a meaningful interaction for your users. Layout elements control how your application is presented to the user, and Views provide elegant methods of displaying interactive data to your users. In this course, you will learn about the variety of UI elements available for use in the Xamarin.Android development environment. You will also learn to utilize and place UI components in the UI designer.
Other Approaches to Development	In addition to Xamarin.Android, other cross-platform development solutions exist to target Android and other mobile platforms. Depending on your needs and application requirements, an alternative approach may prove easier and more cost-effective for your deployment. In this course, you will learn about the Apache Cordova framework and also learn about developing cross-platform applications using C++.
Advanced Topics 1	Many Android developers may be coming into Xamarin.Android with an existing Java background. This course provides resources and examples to help you transition from Android development in Java to C#. You will also learn about advanced programming topics such as debugging and garbage collection.
Advanced Topics 2	Understanding the design and background processes used by your development environment can increase productivity and help produce more efficient code. This course discusses a number of advanced topics that take place 'under the hood' of Xamarin.Android apps and their build process. You will also learn about Android wearable devices and writing applications to target the Android Wear platform. This course also introduces the Visual Studio Emulator for Android and highlights its features.
Asynchronous Programming with Clojure's core.async Library	Successfully creating asynchronous programs in Clojure requires an in-depth understanding of the core.async library and how to utilize it in your programs. In this course, you will learn how to use the major elements of the core.async library including channels, pipelines, Go macros, and blocks. Additionally, this course will address messaging and binding, as well as how to utilize some of the library's built-in functions including peek, alts, put, and take.
Apache Cordova: Exploring the Basic Features	Apache Cordova helps you to create hybrid mobile apps. In this course, you will learn the background, key features, and installation of Cordova. You will also learn to publish an app, get familiar with the structure of Config.xml, and explore the various Cordova CLI commands.
Apache Cordova: Exploring the Advanced Features	Apache Cordova offers some great plugins using which you can create very engaging mobile apps. In this course, you will work with the native API plugins and explore different events. You will also learn the advanced Cordova CLI commands and a few options to save data.
Data, Workflows, and Charting in F#	F# is a Microsoft .NET language that offers support for functional programming in addition to object-oriented and imperative programming. In this course, you'll learn how to use Access Control, Signature Files, and Assertions in F#, as well as how to use Strings, Collections, casting, and conversions. You'll also explore the use of Generics and data and then delve into working with asynchronous data-driven Apps with F#.
Getting Started with Hello, World!	In this course, you will learn how write, compile, and run Hello
Kanban Fundamentals: Using Kanban in IT and Software Development	IT and software development teams often have to deal with issues such as longer cycle time, waiting, and delays rather than focusing on actual technical demands of the work for meeting customer requirements. Kanban, a popular tool in the Lean toolset, is quickly establishing itself as an effective approach to solve a variety of efficiency, cost, productivity, throughput, and quality related problems. Although, Kanban has its roots in manufacturing and Toyota Production System, many of its concepts and tools are successfully applied to IT and software development work. Kanban in this context, also refers to a methodology that is helping IT and software development teams catch up with complex and swift change required by scrum and agile adoptions. This course provides learners with a solid foundation in Kanban and Lean concepts, techniques, and tools as applied to IT and software development activities. This course also provides an overview of the Kanban process for beginners and steps required to create their first Kanban board. Learners move beyond boards to finding solutions to productivity and flow problems and the behavioral and culture aspects of teams using related Kanban techniques.
Introduction to Rails	Rails is a powerful web application framework written in Ruby. Rails puts a strong emphasis on the programming paradigms of convention over configuration and don't repeat yourself. In this course, you will learn the basics of the Rails environment. You'll learn about routing, what the ActionController does, and how to do seeding.
Introduction to Models	Rails is a web application framework that provides default structures for a database, a web service, and web pages. Rails lets you write code by favoring convention over configuration. In this course, you will learn how to work with the ActiveRecord, perform validations, and work with virtual models including model callbacks.
Introduction to Views	Rails is a model view controller framework that encourages use of the software engineering paradigm don't repeat yourself. In this course, you will learn how to work with Rails Helpers, how to perform authentication, and how to use the asset pipeline to your advantage.
Advanced Rails	Ruby on Rails is an open-source web application framework thatâ€™s optimized for programmers. Rails provides default structures for a database, a web service, and web pages. In this course, you will learn some of the more advanced features in Rails such as the Action Mailer and how to perform testing and debugging.
Examining Rails APIs	Rails is an MVC framework that facilitates the use of web standards such as JSON and XML for data transfer, and HTML, CSS, and JavaScript for display and user interfacing. In this course, you will learn the basics for creating an API, how to use Postman, and how to implement API authentication.

Course	Description
Software Testing Foundations: Test Planning, Management, and Tool Support	Software testing can become very complex, with many layers of testing and testers involved. In this course, you'll learn about test organization, planning, and management, including risk management and risk-based testing. You'll also learn how testing activities can be supported by tools, and you'll learn about the considerations for using tools in your organization. This course is one of a series intended to align with the Certified Tester Foundations Level Syllabus (the 'Syllabus'). The authors, Thomas Muller (chair) and Debra Friedenberg and the International Software Testing Qualifications Board (ISTQBÂ®) are the source and copyright owners of the Syllabus. The course is intended to help learners prepare for the Foundation Certificate in Software Testing exam (BH0-010), which is provided by the Information Systems Examination Board (ISEB), a globally-recognized testing body providing software testing certification. SkillSoft makes no claim to any approval or endorsement of this course by any of the aforementioned parties or other third party.
Software Programming Fundamentals: Design and Development Best Practices	The planning stage can greatly affect the success of developing a software application. In this course, you'll learn the most commonly used best practices employed when designing and developing software application documentation. Focus is centered on what should be included in your documentation and why. Finally, this course covers the benefits of documentation content, including planning, coding standards, functionality specifications, testing, and quality control.
Software Programming Fundamentals: Source Coding Best Practices	Well-written source code is important in creating and maintaining an error-free and robust software application. In this course, you'll learn best practices for writing and documenting your source code. Additionally, best practices for variable naming, working with methods and classes, and object-oriented principles will also be examined.
Software Programming Fundamentals: Software Security Best Practices	Security is a major concern when designing and developing a software application. In this course, you'll learn the best practices for implementing security within your applications. This includes handling authentication and passwords, validating data, handling and logging errors, ensuring file and database security, and managing memory.
Software Programming Fundamentals: Best Practices for Maintaining Code	Maintaining code after you have a working application is an important phase for the longevity of your program, and can assist in speedy development of future projects. This course will teach you how to optimize existing code through refactoring, as well as how to perform code inspections to locate defects. In addition, you'll learn how to test and debug your existing code to eliminate potential errors not yet discovered.
Defensive Programming in Java: Fundamentals	Defensive programming is an approach to programming that attempts to ensure that software still functions under adverse or unforeseen circumstances. In this course, you will explore the fundamentals of defensive programming in Java including how to use assertions and annotation, and how to use classes, types, methods, and program flow control securely. You will also learn how to handle exceptions correctly, how to manage resources, and how to terminate a program securely.
The Basics of Scalding Programming	Scalding is a Scala library that is used to abstract complex tasks such as map and reduce. In this course, you will learn to create simple Scalding programs using functions and classes.
Visual Studio Code Cross-platform Code Editor: Basics	Visual Studio Code is a new free tool for more intelligent and efficient coding on any platform, featuring deep integration with existing Microsoft developer tools. In this course, you will learn the basic concepts of Visual Studio Code Editor.
Systems Security Certified Practitioner: Access Controls	Access controls are the modern-day security guards of your overall systems and network. In this course, you will learn about authentication mechanisms including single and multifactor authentication. You'll also learn about trust architectures, including one-way, two-way, and transitive trust relationships. This course also covers the identity management life cycle, and specific access controls such as mandatory, non-discretionary, role-based, and attribute-based controls. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
Systems Security Certified Practitioner: Security Operations	The day-to-day operation of enterprise computer systems and the data they host requires a solid understanding of appropriate security practices. This course covers fundamental security concepts including complying with codes of ethics, confidentiality, integrity, and availability. The course also covers the concepts of privacy, accountability, and non-repudiation, as well as security controls documentation and operation best practices. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
Systems Security Certified Practitioner: Security Administration	Appropriate IT asset management is a critical element of an overall IT security administration approach. This course covers hardware, software, and data asset management best practices. It also includes best practices for implementing compliance, participating in change management activities, and conducting security awareness and training in the enterprise. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
Systems Security Certified Practitioner: Risk Management	Identifying, evaluating, and prioritizing potential threats to the organization's network and systems are critical for proper IT systems security. This course introduces the risk management process, including risk assessment, treatment, and assessment activities. It also details best practices for operating and maintaining monitoring systems, and analyzing monitoring results using security analytics, metrics, and trends. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
Systems Security Certified Practitioner: Incident Response and Recovery	Despite your best efforts, security incidents will happen, and it's important you know how to properly respond and recover to protect enterprise assets. This course covers incident handling best practices, including discovery, escalation, reporting, and response. It also details appropriate countermeasures and continuity practices in addition to an overview of forensic investigation best practices, including appropriate evidence handling and chain of custody activities. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
Beginning AngularJS	AngularJS extends HTML attributes with Directives, and binds data to HTML with Expressions. In this course, you will be introduced to the AngularJS environment. You will also learn how to work with controllers and different inputs and outputs.
Introduction to Directives	AngularJS is a JavaScript-based web development framework. Directives allow you to attach a behavior to an object. In the course, you will learn how to work with the built-in AngularJS directives and how to create custom directives.
Controllers and Directives	The scope option of Angular JS is an object that contains a property for each isolate scope binding. Scopes provide APIs to observe model mutations and can be nested to limit access to the properties of application components while providing access to shared model properties. Controllers are constructor functions that set the initial state and add behaviors to objects. In this course, you will examine isolate scopes and work with controllers and directives.
Services and Routing	Services are objects in AngularJS used to organize and share code in applications. In this course, you will learn about a large number of built-in services ranging from HTTP server interactions to exception handling and location services.
Testing AngularJS	AngularJS has such a fluid design to the language that it makes testing essential for applications. The framework comes with a range of built-in tools to assist with this. In this course, you will learn how to test controllers, services, filters, and directives.
Animation and Internationalization	Animation and internationalization features can be used to enhance web applications and widen audience scope. This course covers how to implement CSS-based and JavaScript-based animation in AngularJS. You will learn how to use animation libraries such as animate.css within your applications, and how to internationalize and localize your AngularJS applications with features such as the ngPluralize directive, localization rule sets, and locale scripts.
Sinatra Fundamentals	At the core of Sinatra is the ability to respond to routes. This course includes how to install and use Sinatra with the Thin server. It shows various aspects of route configuration, and covers the use of templates, views, and models, including ActiveRecord and DataMapper. It covers attachments and content streaming, as well as the basics of extensions and helpers, and dynamic modification of block binding. Finally, you'll learn about various aspects of application configuration to support features such as sessions, cookies, caching, and error handling.
Working with Sinatra	In common with Ruby frameworks, Sinatra uses the Rack interface. This allows it to harness the functionality of Rack and enables the generation of Sinatra applications as a combination of middleware applications. After covering more advanced features of extensions, helpers, templates, views, and databases in the context of Sinatra applications, this course covers using Rack middleware with Sinatra. It also covers generating subclasses to create modular Sinatra applications. You'll also learn how to create a REST service using Sinatra. Finally, you'll learn how to manage Sinatra dependencies and assets, reload code, and deploy applications using Heroku or Apache Passenger.
Introducing Gulp.js to Web Development	Automating repetitive tasks in the web development process can greatly improve the efficiency of the development team and the overall quality of the final product. In this course, you'll learn how to use Gulp.js to assist you in your web development projects. Focus is centered on how Gulp.js can help you with web development and how to install it for use in the development environment. In addition, this course covers how to use Gulp.js plugins to assist you with JavaScript coding and CSS compilation.
Web Building and Testing with Gulp.js	Preparing your web files for deployment is an important step in creating a well-functioning web site. In this course, you will learn how to use Gulp.js to clean, validate, and minify your HTML code. In addition, this course covers how to run tasks when the server starts and restarts, how to use browser synchronization, how to compress images, and how to prepare the build folder for your project's deployment. Finally, you will learn how to use Gulp.js to perform unit and integration testing and code coverage testing of your web project.
Creating a LAMP Stack	Since LAMP is a very popular stack to create dynamic web sites, it is important for the Web developers to understand the various technologies used in this stack. In this course, you will learn to create a LAMP stack by installing the Linux operating system and using the Linux command line. You will also learn to install the Apache Web server, host a page on the Apache Web server, and install and work with the MySQL database. In addition, you will install the PHP language and learn the basics of this language.
Building Dynamic Web Sites with MySQL and PHP	Dynamic web sites are highly in demand and are created by using PHP and MySQL. In this course, you will learn to connect PHP with MySQL by using MySQLi and PDO. You will also learn to create, retrieve, update, and delete data in MySQL by using PHP, and display the result on a web page.
Developing and Deploying Web Applications with MEAN.js	MEAN.js is a popular stack for developing Web applications. The MEAN stack includes a group of technologies (MongoDB, Express, AngularJS, Node.js) that are known to work well with each other. This course provides an introduction to developing Web applications using the MEAN stack.
Securing, Testing, and Deploying MEAN Applications	When developing any application, it is important to ensure that the application is secure from unauthorized and malicious access. It is also important to test the application to ensure that it works properly in all situations. After the application is developed, secured, and tested, it needs to be deployed on a server. This course provides an introduction to securing, testing, and deploying MEAN applications.
Introducing Visual Studio	Visual Studio is the de facto standard for software development on the Windows platform. With its extensive expandability, it can be enhanced and extended to suit almost any developer need or paradigm. In this course, you will become familiar with the Visual Studio components. You will also begin to develop simple applications.
Visual Studio Frameworks and Tools	Contemporary software runs on an ever growing number of platforms, devices and hardware. Your development environment should be able to accommodate publishing to as many of these as possible. Due to Visual Studio's extensible nature, a wide variety of frameworks and tools can be integrated to enable development on many platforms. In this course you will learn about using Visual Studio to develop web-based applications and services. You will also learn about developing mobile applications as well as managing and versioning your code.
Hazard Communication Impact: Warning Labels	In an organization that deals with hazardous chemicals, chemical labels now play a very important role in a workplace to identify, control, and prevent chemical exposures. In this Hazard Communication Impact, you will recognize the different types of chemical labels that must be used in the workplace, the chemical labels that must be used under the Hazard Communication standard, and the information that must be included on the labels. In this Impact series installment, Frank Rooney talks about warning labels.
Hearing Conservation Impact: Effects of Noise on Hearing	Noise, or unwanted sound, is one of the most pervasive health problems. Exposure to high levels of noise, age, and unfavorable use of medicines can cause hearing loss. In this Hearing Conservation Impact, you will learn how noise affects the human body. In this impact series installment, Frank Rooney explores different factors that adversely affect hearing.
Monitoring a Citrix XenDesktop 7.6 Environment	This course covers monitoring strategies for your Citrix environment to make sure you're able to identify or prevent issues. The primary defense are forms of logging and auditing as provided by Citrix components including Citrix Director, IntelliCache, Provisioning Services, StoreFront, and NetScaler. The course also provides focus on monitoring using the AppFLow feature and configuration logging, providing you a basis on how to use these key monitoring tools.This course is one of a series in the Skillsoft learning path that covers partial objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
Troubleshooting a Citrix XenDesktop 7.6 Environment	The ability to troubleshoot your Citrix XenDesktop and XenApp solution is a key skill to master. In this course we identify various issues and challenges that you may encounter while supporting your Citrix virtual desktop and application infrastructure. This course addresses troubleshooting and restoring communication and connectivity with the virtual desktops. It also covers how to view information that may help resolve or avoid configuration problems, as well as dealing with failures that have already occurred. This course is one of a series in the SkillSoft learning path that covers partial objectives for the 1Y0-200 certification exam Managing Citrix XenDesktop 7 Solutions.
Diplomacy and Tact for Every Day	Imagine a world where people always say what's on their mind with no filters. This is a world where you are informed at a lunch meeting that you have lettuce in your teeth, where it's announced at the staff meeting that a project has been delayed because you forgot to send an e-mail, or where your coworkers openly roll their eyes when you ask a question they think is embarrassingly basic. This is a world without diplomacy and tact. Utilizing tact and diplomacy is important when engaging in difficult conversations, but these skills are just as important in our day-to-day work environments. People who communicate with diplomacy and tact will be notable and noticed for their ability to communicate across all levels of an organization in a way that puts people at ease and inspires confidence. In this course, you'll explore diplomacy and tact, and recognize the difference between them and the value they bring to you and your work environment. You'll also review situational awareness, how to choose words to avoid a meltdown, and how to apologize with grace.
Diplomacy and Tact in Challenging Situations	Being able to interact with diplomacy and tact smoothes the daily routine in any workplace. But in every workplace there are times when the daily routine is broken by some unpleasant event, situation, or task. At some point in our careers, we will likely all be faced with some very specific communication challenges such as dealing with a difficult personality or someone we just don't get along with, having to address a sensitive situation over e-mail, or correcting someone in a position of power such as a boss or client. These are the times when your ability to deploy diplomacy and tact with aplomb will serve you especially well. In this course, you'll review techniques for navigating difficult working relationships, creating diplomatic and tactful e-mail, neutralizing angry coworkers, and handling manipulative or bullying individuals.
Connecting with Others through Diplomacy and Tact	Communication is connecting. Connecting requires insights into others' minds. The first step in connecting with sensitivity is seeing others as fully human. We should recognize that an egocentric perspective can be a barrier to bridging the distance between ourselves and others. Another barrier to communication is failing to recognize that our way of seeing the world is not the only way; we can't assume those we're communicating with see things the same way. It's also important to understand how our biases, stereotypes, and expert knowledge can become barriers to effective communication. The essence of communicating with tact and diplomacy is overcoming these barriers and engaging with the minds of others. In this course, you'll explore methods for developing empathy with others, for framing yourself properly, and for removing personal biases.

Title	Description
Using Humor with Diplomacy and Tact	Some of us may shy away from humor in the workplace for fear of saying something inappropriate or being perceived as unserious. When used properly, however, humor can be a tool that enhances tactful communication. Humor can benefit a work environment by creating opportunities for bonding through shared experiences and by encouraging a relaxed environment that facilitates heightened creativity, engagement, and productivity. Individuals can benefit by using humor to forge beneficial connections. People like to laugh and generally like the person that makes them laugh. In this course, you'll review how to employ humor during everyday situations, in conversations and during meetings, and to defuse conflict.
Introduction to SQL	As with any development skill in the industry, learning the core fundamentals creates a foundation. In this course, you will take your first steps in learning about relational databases and Structured Query Language (SQL). This course covers concepts of a database and an introduction to SQL, diving into the architecture, creating and managing tables, and queries. This course looks at the various basic components and how to create a standard query. By the end of these courses, you will be well on your way to creating efficient and easily manageable databases and have fun while doing it.
Biosafety Hazardous Waste Handling and Disposal	This course teaches basic precautions against the transmission of infection from biohazardous waste in the workplace. It describes the various categories of biohazardous waste and how infection can be transmitted by biohazardous waste. It also outlines standard safety precautions against transmission, and guidelines for the safe storage, treatment, and disposal of biohazardous waste. It also describes the steps for cleaning up a biohazardous spillage.
Campus Safety	College safety often boils down to personal safety; you are responsible for you. Your college years can be the best years of your life, but can become frightening if you do not take steps to protect yourself. Whether you are a student in a college, university, or technical school setting, this course will help you to be better prepared to deal with the multitude of situations, both violent and seemingly passive, that may occur.
Getting Started with Visio 2016	Microsoft Visio 2016 provides users with a variety of pre-configured diagram templates, stencils, and shapes that help to create quick and efficient diagrams. This course covers the Visio 2016 interface, exploring and navigating the interface and the various features it provides, including templates, shapes, and pages. The course also covers configuring page setup options, applying themes, backgrounds, and enabling tasks panes and other tools.
Creating and Managing Diagrams in Visio 2016	Visio 2016 allows you to create different types of diagrams using its wide range of formatting and design features. This course discusses and explores the various features and shows you how to add and modify shapes, use shape stencils, and insert and format text. This course also covers how to connect shapes and arrange shapes and objects in Visio 2016.
Designing and Enhancing Diagrams in Visio 2016	Visio 2016 offers a variety of templates that allow you to create vibrant and engaging diagrams. This course covers how to add data fields, add and edit data field values, and create shape data sets. The course also demonstrates how to add and modify the Organization Chart, Basic Office Layout, and Calendar diagram templates in Visio 2016.
Collaborating, Evaluating, and Saving Diagrams in Visio 2016	Visio 2016 is a powerful collaboration tool that allows users to evaluate and share diagrams, and link diagrams to other shapes, pages, and Microsoft applications. This course teaches you how to add illustrations and hyperlinks, track document markups, and add comments or annotations. The course also covers how to save, export, share, and print Visio 2016 diagrams.
Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate	Microsoft Excel 2016 provides a number of tools that allow you to share your work with others, and collaborate on Excel projects. With your Microsoft account, you can access services that facilitate online collaboration, and link to data in other workbooks and even databases. In this course, you will also learn about reviewing Excel documents and how to convey your thoughts on a document to others.
Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016	Microsoft PowerPoint 2016 enables users to create and organize attractive photo albums, navigate a presentation easily using sections, and add a range of motion effects to slides. In this course, you'll learn how to add photos and captions to an album and customize their order and appearance; work with, rename, and remove sections in a presentation; and add and modify both animations and transitions in PowerPoint 2016. This course is one of a series in the Skillsoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016	SharePoint 2016 enables you to use document sets to help organize related files and allows you to create alerts to receive e-mails or text alerts when items change. SharePoint also allows you to create interconnected pages known as site pages which typically have text, images, and web parts within. This course explores how to create document sets, follow and share documents, configure alerts, and use the sync feature. The course also covers how to create and format site pages, add media and links to pages, and create and customize Web Parts.
Social Networking and Collaboration in SharePoint 2016	In SharePoint 2016, social networking and collaboration features continue to be very popular. My Site in SharePoint 2016 includes Newsfeeds, OneDrive and Sites pages which provide social networking capabilities. This course explores My Site including accessing, navigating, editing My Site profile, and customizing the My Site page. The course also includes information on working with OneDrive and Sites, microblogging, using and managing blog posts, and using, interacting, and editing newsfeeds in SharePoint 2016.
Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016	SharePoint 2016 offers integration with Microsoft Office products; Office documents can be created within SharePoint; and Office files can be launched using the full local version of Office or with the Web App version. Additionally, the calendar app can be used to help manage meetings and events, and content types can be added to help create specialized content quickly. In this course, you will learn about adding content types, managing the order of content types, and modifying content type settings. The course also covers adding and editing Workflows, calendars, launching Office applications from SharePoint, and using Office Web Apps in SharePoint 2016.
Oracle Database 12c RAC Administration: Services and Multitenant Architecture	Managing varying workloads from different applications can be very complicated. Using services to group and manage workloads simplifies this task and makes it easy to prioritize and monitor workloads. Tying in with this concept is managing multitenancy in a RAC database – logically creating multiple databases within one database to be used by different organizations, business units, or applications. In this course, you will learn how to create and manage services with Enterprise Manager Cloud Control and SRVCTL. The course also covers configuring client connections to use services and using services in the Resource Manager and Scheduler. In addition, this course covers database consolidation and standardization with Multitenant Architecture. This course is one of a series in the SkillSoft learning path that cover a portion of the objectives for exam 1Z0-068 Oracle Database 12c: RAC and Grid Infrastructure.
Multivariate Tools and Nonparametric Tests in Six Sigma	In the Analyze phase of the DMAIC methodology, a Six Sigma team begins to analyze the root causes of the problems that it identified in the earlier stages. This analysis may require churning out huge volumes of data of different types. Sometimes this data is of a multivariate nature, meaning that many dependent and independent variables need to be considered simultaneously. As such, Six Sigma teams often use advanced multivariate tools to manage this type of data. Another set of advanced statistical analysis tools used in this phase is nonparametric tests. In conventional hypothesis tests – called parametric tests – a sample statistic is obtained to estimate a population parameter and hence requires a number of assumptions to be made about the underlying population, such as the normality of data. However, a nonparametric test is used when some of these assumptions, such as normality of data, cannot be safely made.
Understanding DOE and Planning Experiments in Six Sigma	Six Sigma teams concluding the Analyze phase of DMAIC with a well-understood problem, strive to generate a powerful solution in the Improve phase. Design of experiments (DOE) is a controlled approach to experimentation that enables teams to systematically change the level of one or more input factors and observe the effects on the targeted response. If teams exercise care in choosing the right design â€" including suitable factors, levels, and responses â€" their experiments can reveal the precise combination of factors that will optimize the response. Later, that combination will be tested, validated, and ultimately implemented to effect the desired process improvement.
Lean Improvement Methods and Implementation Planning in Six Sigma	As a Lean Six Sigma improvement team moves into the Improve phase of a DMAIC project, it begins to generate a list of solutions to address process problems. Lean offers several techniques to reduce waste and cycle time, as well as improvement tools such as kaizen, theory of constraints, and overall equipment effectiveness (OEE). After appropriate methods and tools are used and solutions developed, the implementation of proposed solutions needs to be tested and verified to ensure that optimal choices are made.
Using Lean Control Tools and Maintaining Controls in Six Sigma	In the final stages of the Six Sigma DMAIC methodology, teams need to control the improved processes in order to sustain improvement gains. Process control includes applying tools to continuously monitor and maintain each improved process, and to prevent it from reverting to its previous state. Apart from the statistical process control, there are a number of other Six Sigma and Lean tools to help to this end.
COMPLIANCE EXPERT: Privacy & Information Security - The Basics	Depending on the context, personal information may need to be protected for confidentiality. Organizations with access to this information need to understand how to judge what and when to protect privacy. In this Compliance Expert Impact, Bill Baker explores the basics of privacy and information security.
COMPLIANCE EXPERT: Privacy & Information Security - Examples	Depending on the context, personal information may need to be protected for confidentiality. Organizations with access to this information need to understand how and when to protect privacy. In this Compliance Expert Impact, Bill Baker presents some examples from the trenches.
COMPLIANCE EXPERT: Export Compliance - The Decision Tree	The complex array of laws governing exports out of the United States can seem overwhelming. In this Compliance Expert Impact, Roger Banks explains how exporters can ensure compliance by following flowcharts and decision trees developed specifically for aiding in export decisions.
COMPLIANCE EXPERT: Export Compliance - What's the Risk?	The consequences of failing to comply with export control laws can include fines, jail time, and other penalties. In this Compliance Expert Impact, Roger Bank explores the risk of failing to comply with export control laws.
COMPLIANCE EXPERT: Harassment - A Case Study	Harassment in the workplace isn't always cut and dry. In some instances, it isn't clear whether the victim's perceptions are accurate or the perpetrator's actions intentionally offensive. In this Compliance Expert Impact, Catherine Guttman-McCabe explores a scenario of potential harassment that required further investigation before the truth was revealed.
COMPLIANCE EXPERT: Harassment - A Case Study for Managers	Harassment in the workplace isn't always cut and dry. In some instances, it isn't clear whether the victim's perceptions are accurate or the perpetrator's actions intentionally offensive. In this Compliance Expert Impact, Catherine Guttman-McCabe explores a scenario of potential harassment and the actions taken by an involved manager.
COMPLIANCE EXPERT: IT Security - Phishing	Phishing is a fraudulent attempt to access personal financial account information or a corporate network. In this Compliance Expert Impact, Bill Baker explores common forms of phishing attempts.
COMPLIANCE EXPERT: IT Security - Safeguarding Mobile Devices	Mobile devices are a significant risk to an organization's network security. In this Compliance Expert Impact, Bill Baker explores steps companies can take to better insulate their networks from mobile intrusion.
COMPLIANCE EXPERT: Diversity - Its Value in the Workplace	Diversity has a direct impact on corporate success. In this Compliance Expert Impact, Catherine Guttman-McCabe explores the value of diversity in the workplace.
COMPLIANCE EXPERT: Import Compliance - Country of Origin	Knowing where a product is produced or assembled is important for determining tariffs and other restrictions for import. In this Compliance Expert Impact, Roger Banks explores country of origin.
COMPLIANCE EXPERT: Import Compliance - Product Classification	Product classification isn't always cut and dry. In this Compliance Expert Impact, Roger Banks explores how classification can pose a real challenge for importers.
COMPLIANCE EXPERT: Diversity - Ensuring a Diverse Applicant Pool	Diversity carries many benefits to an organization, but attracting a diverse applicant pool isn't always simply a matter of advertising open positions. In this Compliance Expert Impact, Catherine Guttman-McCabe explains steps an organization can take to help ensure a diverse applicant pool.
COMPLIANCE EXPERT: Bullying - Not in the Workplace	The Workplace Bullying Institute defines Bullying as repeated health-harming mistreatment of an employee. In this Compliance Expert Impact, Catherine Guttman-McCabe explains bullying in the workplace and how it can impact an organization.
COMPLIANCE EXPERT: Bullying - The Manager's Role	The Workplace Bullying Institute defines Bullying as repeated health-harming mistreatment of an employee. In this Compliance Expert Impact, Wendy Fischman explores the role of managers in preventing bullying and abusive conduct in the workplace.
Fall Protection Impact: Fall Hazards	Fall hazards are quite common at workplaces such as a general industry, the construction industry, and even outdoors. For fall protection at workplaces, the regulatory action limits are different and are classified accordingly for the two industries. Per the general industry rules, the regulatory height is set as four feet above the lower working surface. For the construction industry, it begins at six feet. In addition to following these regulatory standards, practicing good housekeeping on working and walking surfaces is essential to prevent fall hazards. In this Fall Protection impact, John Knopf explains the fall hazards and protection from it.
Fall Protection Impact: Common Trip Hazards	Anytime when there is a change in the elevation or a change in the surface material, there is an increase in the slip fall hazard. These trip hazards can be found in different work environments. In this Fall Protection Impact series, John Knopf talks about common trip hazards.
Fall Protection Impact: Techniques and Methods	Falls are one of the most common causes of work-related injuries and deaths. So the workplace should be set up accordingly to prevent employees falling from overhead platforms, elevated workstations, or into holes in the floor or walls. This Fall Protection Impact explores examples of engineering controls for fall protection, administrative controls that can prevent or minimize the risk of falls, and personal devices that can be used to provide fall protection. In this impact series installment, John Knopf talks about identifying common fall prevention techniques and methods.
Fall Protection Impact: Equipment Guidelines	A fall arrest system is a system that involves the safe stopping of a person who is already falling. The three main components of a fall arrest system are an anchor point, a body harness, and a connecting device. Fall protection equipment, such as the personal fall arrest system, provide a high degree of protection once installed properly. In this Fall Protection Impact series installment, John Knopf explains the equipment guidelines.
Fall Protection Impact: Safety Monitoring and Other Protective Systems	Workers are exposed to fall hazards in a workplace. A safety monitor or a spotter should be designated for the safety of workers. The fall protection systems such as warning line systems, personal safety nets, and controlled access zone should be facilitated in the workarea to help the workers while working on leading edges or roof perimeters. In this Fall Protection Impact, John Knopf explores various fall protection systems and their characteristics.
Fall Protection Impact: Other Aspects of Fall Protection	Personal fall arrest systems are put in place to prevent injuries due to a fall. A rescue plan is a plan put up in a work environment where the work is carried out at heights and the fall of an employee can result in an injury. The goal of the rescue plan is to get an employee down quickly and safely. In this Fall Protection Impact series, John Knopf explains the best practices associated with fall hazards and protection systems.
Spill Response and Control Impact: Defining Hazardous Materials	When hazardous materials are spilt, it could pose a threat to the employees working in the organization. Although a hazardous material can be defined differently, the negative impact it creates is the same in all cases. In this impact series, Leo Old defines hazardous materials.
Spill Response and Control Impact: Work Practices to Prevent Spills	Hazardous material spill is the unintentional release of one or more hazardous substances which could harm human health or the environment. Proper training on safety and proper handling of chemicals can help preventing hazardous spills. In this Spill Response and Control Impact series, Leo Old focuses on preventions and safety of employees, who work with hazardous material at workplace.
Spill Response and Control Impact: Responding to a Spill	Hazardous material spill is very dangerous and can cause a lot of damage to the environment and also can malign the reputation of the company responsible for the spill. The emergency response team plays an important role in controlling the spill. In this Spill Response and Control impact, Leo Old provides a basic understanding of how the response team responds to spills.
Spill Response and Control Impact: Boundaries When Hazards Are Present	Spill response boundaries are essential for areas in workplaces when hazardous materials are spilled. Depending on the toxicity and extent of the spills, hazard zones are established with appropriate authorized entries for effective control measures. In this Spill Response and Control impact, Leo Old explains the boundary system used for hazardous material spill responses.
Spill Response and Control Impact: Hazardous Spill Sizes	A spill refers to the unrestrained discharge of hazardous materials. Spill can be large scale and small scale, but their impacts are based on the nature of the chemicals used in the hazardous materials and the spill environment. In this impact series installment, Leo Old will explain the difference between the large and small spill and who should respond to the spills.

Course	Description
Spill Response and Control Impact: Responsibilities During a Spill	The responsibilities during a spill are mainly dependent on a variety of personnel working at a spill response scene. Personnel such as an incident commander, hazardous materials technicians, hazardous materials specialists, and an on-scene incident commander are entrusted with handling the efforts during such a response scene. In this Spill Response and Control impact series installment, Leo Old elaborates on the responsibilities during a spill.
Cold Stress Impact: Symptoms	Any person working in a cold environment is in danger of being exposed to cold stress. Cold stress can be averted by establishing that the body does not lose heat at an above normal rate. In this Cold Stress Impact series installment, Frank Rooney explains the symptoms of cold stress.
Cold Stress Impact: Treatment	Cold stress is a threat to the physical and mental condition of the body. People working under cold environments for extended periods are subject to cold stress. In this Cold Stress Impact series, Frank Rooney briefs about the effective treatments for the four types of extremity cold stress and for the different stages of hypothermia.
Cold Stress Impact: Precautions and Safe Work Practices	Employees need to follow certain precautions and safe work practices to minimize the dangers of overexposure to cold. In this Cold Stress impact, you'll learn about the different risks of cold stress and the effective engineering and administrative measures to prevent these hazards in the workplace.
Heat Stress Impact: Symptoms	Heat stress occurs when body fails to control its internal temperature. If heat stress is not recognized and treated in the early stages, it can have serious effects on the body such as prickly heat, heat cramp, heat exhaustion, and heat stroke. It is important to know the signs and symptoms of heat exposure to treat it properly. In this Heat Stress impact series, Frank Rooney explores the various stages of heat stress and their symptoms.
Heat Stress Impact: Treatment	When a human body temperature fails to regulate fails or rises to critical levels, it indicates that the person is under heat stress. In this impact series installment, Frank Rooney explains the symptoms of heat stress and what should be done to overcome the same. He also briefs on how to respond to heat stress if someone is experiencing heat exhaustion or heat stroke.
Heat Stress Impact: Precautions and Safe Work Practices	Working in hot and humid conditions combined with additional stresses to the body such as from physical activity, loss of fluids, and fatigue can lead to adverse health effects or can jeopardize worker's safety. So it is essential to understand about heat stress and its effects. This helps to minimize the risk of heat stress by adapting the appropriate precautions and safe work practices at workplace. In this Heat Stress Impact series, Frank Rooney talks about minimizing the risk of heat stress.
Slips, Trips, and Falls Impact: Identifying Fall Hazards	Slips, trips, and falls can happen anytime and anywhere in a workplace and can lead to serious injury or fatality. Slips, trips, and falls can have an impact on both work life and personal life of an employee. So it is essential to understand about the differences between slips, trips, and falls and understand how they can result in serious injuries or fatalities. In this Slips, Trips, and Falls Impact: series installment, Leo Old talks about recognizing types of slip, trip, and fall hazards.
Slips, Trips, and Falls Impact: Preventing Injuries on Ladders	Ladders are commonly used by a variety of people to perform variety of tasks. While performing a task using a ladder, the person might fall and might result in serious injuries. Injures might be even fatal sometimes. In this impact series installment, Leo Old explains some of the key features that should be considered when selecting a ladder. He also briefs on how to inspect the ladders, some of the safety provisions should be followed when using a ladder, and a few precautions that should be followed when using a ladder.
Slips, Trips, and Falls Impact: Minimizing Walking and Working Surface Hazards	Using stairs can be risky if they are built inappropriately. Lack of correct angle, absence of tread or railings are some common reasons of slipping. Also in work areas, there are various risks of falling due to wet or slippery work surfaces. In this Slips, Trips, and Falls Impact series, Leo Old discusses various risks and solutions related to walking and work surfaces and also related to engineering controls to reduce risks.
Slips, Trips, and Falls Impact: Fall Prevention Techniques and Methods	An inspection program is a helpful component of the slip, trip, and fall prevention programs in an organization. The inspection programs are conducted in order to minimize injuries in a workplace. A good inspection program assesses the hazards and risks in a workplace and assigns a competent person to supervise and implement the program. Training of the personal who use fall protection equipment in the workplace is also a necessary part of the program. In this impact series, Leo Old talks about fall prevention techniques and methods.
Hazardous Material Handling and Storage Impact: Lifting Techniques	Manual handling operations, often, are involved injuries in the workplace, due to awkward body movements and improper lifting techniques. Learning and following the correct method for lifting and handling heavy loads can help to prevent injuries, like using power zone in body. In this Hazardous Material Handling and Storage Impact series, Leo Old exposes the possibilities and risk factors of injuries if proper technique is not used in manual handling operations.
Hazardous Material Handling and Storage Impact: Drum and Container Hazards	Employees involved in handling drums and containers with hazardous materials need to identify the hazards related to these storage objects to ensure occupational safety. In this Hazardous Material Handling and Storage impact, you'll learn the importance of knowing the contents of drums to choose the appropriate personal protective equipment, the different sources of information about the chemical contents, and the factors to consider before moving the containers to avoid leakage and damage.
Hazardous Material Handling and Storage Impact: Handling Drums and Containers	Accidents may occur during handling of drums and other hazardous chemical containers. Proper work practices such as minimizing handling and using equipment and procedures that isolate workers from hazardous substances can minimize the risks to site personnel. In this impact series installment, Leo Old talks about identifying safe handling procedures when working with drums and containers.
Hazardous Material Handling and Storage Impact: Handling Gas Cylinders	If there is any fall or spill or leak from the gas cylinders, the results could be hazardous and may even result in fatalities. So when handling compressed gas cylinders or flammable gas cylinders or toxic gas cylinders, apply care and handle it in a safe manner. In this Hazardous Material Handling and Storage Impact series, Leo Old discusses the best practices for handling and using compressed gas cylinders.
Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders	When working with compressed gas cylinders, care must be taken that they are used properly. When compressed gas cylinders are not in use, several checks must be performed so that they are in good condition, are stored properly, and are safe to use. In this impact series, Leo Old talks about transporting compressed gas cylinders.
Hazardous Material Handling and Storage Impact: Routine Maintenance	Maintenance personnel need to follow safe handling practices during routine maintenance of equipment. Proper maintenance scheduled at regular intervals ensures safe and optimum performance of the equipment. In this Hazardous Material Handling and Storage impact, you'll learn the importance of routine maintenance, the hazards associated with maintenance activities, and the preventive measures to avoid damage and injuries during material maintenance.
Fire Safety Impact: Characteristics of Fire	Employees need to be aware of the elements that generate a fire and the probable fire hazards in a workplace to minimize fire risks. In this Fire Safety impact, you'll learn the characteristics and classifications of fire and the primary hazards associated with fire to prevent serious injuries and fatalities in the workplace.
Fire Safety Impact: Types of Fire Extinguishers	Fire extinguishers play a critical role in protecting the environment by controlling fires at their very early stages. Fire extinguishers are classified according to the size and types of fire. Employees should be able to operate, select, and locate the appropriate fire extinguishers at their workplace. In this Fire Safety Impact series, Leo Old explains the various types of fire extinguishers and the significance of the awareness of their usage for employees.
Fire Safety Impact: How to Prevent Workplace Fires	Fire safety is the set of exercises intended to reduce the loss because of fire. Fire safety measures include those that are intended to prevent ignition of an uncontrolled fire, and those used to limit the development and effects of a fire after it starts. In this Fire Safety Impact series installment, Leo Old explains how to prevent workplace fires.
Fire Safety Impact: Responding to Fire Emergencies	A fire alarm indicates that there is an emergency and the employees should evacuate the workplace immediately. All employees should be aware of what must be done when a fire alarm goes off. In this Fire Safety Impact series, Leo Old will explain what should be done if the fire alarm is activated in the workplace and if the cloth catches fire. In addition, he will brief on who should respond to a fire emergency.
Fire Safety Impact: Characteristics of Handheld Extinguishers	In workplaces, fire extinguishers play an important role in safety of the employees. Their location, placement, usage, training, different fire stages are all a part of learning for the employees. In this Fire and Safety impact series installment, Leo Old provides a basic learning on how to use handheld extinguishers.
Fire Safety Impact: Using the Correct Extinguisher for the Material	Fire extinguishers, when used properly, save lives and property by putting out a small fire or controlling it until the fire department arrives. So it is important to train the employees to use the file extinguisher in a safe manner. This Fire Safety Impact deals with understanding the circumstances to use a fire extinguisher, methods to use a fire extinguisher, and the types of fire extinguishers that must be kept in the workplace. In this impact series installment, Leo Old talks about using the correct fire extinguisher for the material.
Emergencies and Disasters Impact: Components of an Emergency Action Plan	An emergency action plan or an EAP is a written document displayed at every organization with a minimum number of employees. The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies. Well-developed emergency plans and proper employee training will result in fewer and less severe employee injuries and less structural damage to the facility during emergencies. In this Emergencies and Disasters Impact: series installment, Frank Rooney explains the components of an emergency action plan.
Emergencies and Disasters Impact: Preparing for Evacuations	Evacuation preparation is a method for the movement and safe removal of people away from a work facility in the event of an emergency. Since emergencies don't occur conveniently, it is essential for both employees and employers to be prepared for evacuation. Evacuation preparation training should be imparted to all the employees by employers. In this Emergencies and Disasters Impact series installment, Frank Rooney elaborates on preparing for evacuations.
Emergencies and Disasters Impact: Natural Disasters	Natural disasters are extreme and sudden. It causes major damage to life, environment, and facility, and so it is always important to have a disaster plan in place. In this impact series installment, Frank Rooney will explain about some of the basic steps that should be followed when a natural disaster warning has been issued. In addition, he will explain how shelter-in-place is different from evacuations.
Emergencies and Disasters Impact: Bomb Threats	With increasing global violence and terrorism, it is essential for the businesses to have an emergency plan. One of the major emergency situation is bomb threats. All bomb threats need to be taken seriously and need to be responded to immediately. So it is imperative that organizations must have bomb threat procedures in place that will make the threat less traumatic, and help save lives. This Emergencies and Disasters Impact explores ways dealing with calls or notes about a bomb threat, and the potential signs of a suspicious package and ways to handle such packages. In this Emergencies and Disasters Impact series installment, Frank Rooney talks about responding to a bomb threat.
Emergencies and Disasters Impact: Workplace Violence	Workplace violence is the threat of physical violence, harassment, intimidation, or other threatening behavior that may occur at the work location. It can affect and involve employees, clients, customers, and visitors. So it is essential to have a clearly defined policy around workplace violence. The policy must cover harassment at workplace and also include visitors policy. In this impact series installment, Frank Rooney explores ways to reduce the risk of workplace violence.
Emergencies and Disasters Impact: Threats from outside the Workplace	Employees face various external threats in workplaces when they interact frequently with the general public. Implementing certain security measures and promptly escalating risks to the appropriate authorities and the management can minimize workplace violence. In this Emergencies and Disasters impact, Frank Rooney explains different occupational risks and the effective measures to prevent threats from outside the workplace.
TestPrep 300-075 Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 300-070 Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 210-451 Understanding Cisco Cloud Fundamentals (CLDFND)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Securing Hadoop Clusters	Hadoop development has allowed big data technologies to reach companies in all sectors of the economy. But as this grows so do the security concerns. In this course you will examine the risks and learn how to implement the security protocols for Hadoop clusters.
Stabilizing Hadoop Clusters	Apache Hadoop is increasingly in popularity as a framework for large-scale, data-intensive applications. Tuning Hadoop clusters is vital to improve cluster performance. In this course you will look at the importance of incident and log management and examine the best practices for root cause analysis.
Cloudera Manager and Hadoop Clusters	Cloudera Manager is a simple automated, customizable management tool for Hadoop clusters. In this course, you will become familiar with the various web consoles available with Cloudera Manager. You will learn how to use Cloudera Manager to perform everything from a Hadoop cluster installation, to performance tuning, to diagnosing issues.
Introduction to SQL: Managing Table Design	As with any development skill in the industry, learning the core fundamentals creates a foundation. In this course you will learn about ALTER and CREATE, constraints and their use, grouping and aggregating concepts, using SQL arithmetic, and the various string functions. This course will provide concepts and strategies to form a more thorough approach to database management and assist you by providing a clearer picture of what SQL is all about. By the end of these courses, you will be well on your way to creating efficient and easily manageable databases and have fun while doing it.
Introduction to SQL: Multiple Tables and Advanced Queries	As with any development skill in the industry, learning the core fundamentals creates a foundation. In the course, you will learn about multi-table database architecture and design; connecting several tables; and concepts using inner outer joins, equijoins, and non-equijoins. You will also learn about subqueries and advanced queries in SQL; using statements with multiple conditions and multiple joins; new operators; and functions to manage your data. This course also covers Multijoins, UNION operator, and functional dependencies. By the end of these courses, you will be well on your way to creating efficient and easily manageable databases and have fun while doing it.
Introduction to SQL: Views, Transactions, and SQL Security Architecture	As with any development skill in the industry, learning the core fundamentals creates a foundation. This course describes the SQL views in more detail, defining the various views and their management, and introduces concepts such as Transactions and how to group statements, Transact-SQL, and transaction logs. In this course, you will learn about one of the most important aspects of SQL â€" its security. You will learn about defining the lock system and various levels of security access and management as well as many other operators and functions used in SQL statements. This includes the setup and installation of security architecture. By the end of these courses, you will be well on your way to creating efficient and easily manageable databases and have fun while doing it.
Creating Mobile Apps with Appcelerator Titanium	Titanium allows you to develop mobile apps for all the major mobile platforms from a single JavaScript codebase. In this course, you will learn about the history and components of Titanium. You will also learn to create your first app, work with UI controls, and learn the different mechanisms to save data through different modes.
Exploring the Advanced Features of Appcelerator Titanium	Titanium offers excellent APIs to create engaging hybrid apps. In this course, you will learn the advance UI components, media API, and advance system APIs such as maps, camera, and so on. You will also learn to debug and test your app in mobile devices.
Infectious Diseases â€" Canada	Have you ever come in to work sick? The notion of spreading germs may not have crossed your mind. But some infectious diseases can spread very rapidly in the workplace among coworkers, clients, or patients, and also beyond the workplace to the general public, including family members. Infectious diseases can have serious health consequences. This course is intended to help workers develop awareness about specific infectious diseases caused by viruses and bacteria to help prevent contracting and spreading them. Measles, norovirus, Ebola, and smallpox are the diseases caused by viruses that will be explored. The bacterial infections covered are meningococcal disease, Legionnaires' disease, methicillin-resistant Staphylococcus aureus, and anthrax. Company policy may also provide guidance on infectious diseases and should be consulted where it exists.

Course	Description
First Aid: CPR (Compression-only)	Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart. This course will focus on the application of compression-only CPR. This technique is recommended in specific situations but should not be viewed as a replacement for traditional CPR that includes the application of rescue breaths in addition to chest compressions. Untrained lay responders should provide compression-only (hands-only) CPR, with or without the guidance of a 911 dispatcher, for adult victims of cardiac arrest. The responder should continue compression-only CPR until the arrival of an AED or responders with additional training. All lay responders should, at a minimum, provide chest compressions for victims of cardiac arrest. In addition, if the lay responder is trained and able to perform rescue breaths, he or she should add rescue breaths in a ratio of 30 compressions to 2 breaths.
Stop Work Authority	Imagine an organization with a safety culture where every employee is watching out for the well-being of every other employee whenever they're on the job. In fact, many organizations have just such a culture. Stop Work Authority is a program designed to provide workers with the responsibility and obligation to stop work when an unsafe condition, activity, or behavior occurs or has the potential to occur. Under Stop Work Authority, all workers, including leaders, support safety by following established practices and procedures for stopping work when there is imminent danger to people.
Nuisance Dust	The devastating effects of some dust, such as asbestos, coal, and silica, are well known to industry, occupational health professionals, and workers. However, improved understanding shows that prolonged occupational exposures, even at relatively low levels, to substances previously regarded as innocuous, have the potential to cause serious health problems, especially for lungs. This increases the need to protect workers against all nuisance dust exposure. This course aims to educate workers who may be exposed to nuisance dust about its potential harmful effects, typical signs and routes of exposure, and what can be done to protect workers. While it is up to employers to protect workers, how workers can take an active role in their own protection is emphasized throughout this course.
Working Alone â€" Safety Awareness	Lone workers face similar hazards to those who work in teams or alongside coworkers, but because they don't have the benefit of a coworker's presence, should an incident occur, there are scenarios where the lone worker is at a greater risk than his colleagues. This course helps a supervisor or employer to identify the particular risks faced by employees who work alone or in isolation. It outlines OSHA rules on protecting lone workers and it identifies the essential components of an effective safety policy.
Active Shooter â€" Campus	This course helps you prepare to respond to an active shooter situation. It begins by describing the typical character of active shooter incidents. It then explains how to determine the correct course of action in such a situation depending on the circumstances: escape, hiding in a secure location, or physically engaging with the shooter. The course then lays out the principles you should follow in relation to each of these options. Finally, you'll also learn about what to expect and how to react when law enforcement arrives.
Getting to Know Microsoft OneNote 2016	Microsoft OneNote 2016 makes it easier to create, organize, and share notes. Whether using it for personal or business purposes, you will have the ability to customize the interface, and create and manage notebooks with ease. In this course, you will learn how to navigate and personalize OneNote's interface; how to create and open notebooks; add new sections and pages; and configure OneNote 2016 settings. This course is one of a series in the Skillsoft learning path that covers OneNote 2016.
Working with Microsoft OneNote 2016	Microsoft OneNote 2016 makes it easier to create, organize, and share notes. Whether using it for personal or business purposes, you will find that OneNote can help you manage information in the form of text notes, pictures, and audio. In this course, you will learn how to create and format notes, apply tags, search, and save notes. The course also covers inserting pictures, files, links, screen clippings, and shapes, and recording audio and video content in OneNote 2016. This course is one of a series in the Skillsoft learning path that covers OneNote 2016.
Working with Graphic, Audio, and Video Content in PowerPoint 2016	Microsoft PowerPoint 2016 provides several options for adding images and audio and video content to presentations, and for modifying this content to suit your needs. In this course, you'll learn how to work with SmartArt, how to add, adjust, and crop images, and about predefined artistic effects you can add to images. You'll also learn how to add audio, video, and screenshots or screen recordings to slides in PowerPoint 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.
Constructing and Modifying Tables and Charts in PowerPoint 2016	Tables and charts make some types of data much easier to present and explain, adding to the impact of a presentation. In this course, you'll learn how to add tables and different types of charts to presentation slides, and how to change their structure and appearance in Microsoft PowerPoint 2016. This course is one of a series in the Skillsoft learning path that covers Microsoft PowerPoint 2016 for beginners.
Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts	In Microsoft Excel 2016, PivotTables and PivotCharts let you dynamically reorganize and display your data. They can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. You can choose and change what you want to summarize. In this course, you will also learn how to use advanced chart features like trendlines and dual axis charts.
Using Hyperlinks, Actions, and Comments in PowerPoint 2016	Microsoft PowerPoint 2016 makes it possible to link to different types of content and to collaborate with others in reviewing a presentation. In this course, you'll learn how to link to particular content from or within a presentation, and how to set a hyperlink to open or another action to occur when a slide object is clicked or moused over. You'll also learn how to use comments to review a presentation and collaborate with others, and how to use the Inking feature to add and format annotations on presentation slides. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Using Slide Show Presentation Tools in PowerPoint 2016	Microsoft PowerPoint 2016 provides options for controlling all aspects of a slide show, ensuring you can show your audience just the right content at the right times. In this course, you'll learn how to set up and manage slide shows, including controlling slide timing and the playback of audio narration. The course also covers the use of master slides to help ensure consistency throughout a presentation, and options for hiding or showing specific slides when you're delivering a presentation. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Customizing Proofing and Default Options in PowerPoint 2016	Microsoft PowerPoint 2016 includes options for customizing its default behavior, including the ways it checks and corrects text. You can also edit the default information and properties associated with presentation files. In this course, you'll learn how to set proofing and language options, configure automatic text correction, set file information and properties, and customize the Quick Access Toolbar in PowerPoint 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Sharing and Protecting Presentations in PowerPoint 2016	Microsoft PowerPoint 2016 includes several new features for sharing and collaborating on presentations. In this course, you'll learn how to share a presentation via e-mail, instant messaging, OneDrive, the cloud, or a shared network location. You'll also learn how to protect a presentation from unwanted changes and how to use add-ins and apps within PowerPoint 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Exporting Presentations and Compressing Media in PowerPoint 2016	Microsoft PowerPoint 2016 makes it easy to export presentations for a wide range of purposes. In this course, you'll learn about all the main ways and file formats in which you can export presentations. You'll also learn how to configure default image quality settings, how to compress images, and how to optimize the compatibility of a presentation with other systems. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.
Navigating, Customizing, Lists and Libraries in SharePoint 2016	SharePoint 2016's intuitive design makes collaboration between users easy. SharePoint 2016 allows you to manage and share documents, data, and information. It allows collaboration through its many features such as document libraries, lists, and team sites. In this course, you'll explore the SharePoint 2016 interface, how to navigate, and how to customize and change the look of a site. The course also covers how to create lists and list items, and create documents and document libraries in SharePoint 2016.
Managing Libraries and Lists in SharePoint 2016	SharePoint 2016 document libraries and lists provide users with the opportunity to collaborate with others, enabling them to efficiently create, edit, and share files. This course covers how to work with library documents and list items including uploading documents, opening and viewing documents, deleting and restoring documents, checking-in and checking-out documents, and tracking version history. The course also includes how to display and hide library and list columns, position and sort columns, create new columns, create new views, and create folders in SharePoint 2016.
Tags, Notes, Community Sites, and Search in SharePoint 2016	In SharePoint 2016, you can use community sites to engage in discussions, store content, and interact with other users. A robust search functionality is also available in SharePoint 2016 to easily locate items such as documents, people, and conversations across a SharePoint site. This course covers using and managing tags and notes, and joining and participating in community discussions. This course also covers using the search functionality and configuring search alerts and preferences in SharePoint 2016.
Microsoft Windows Performance Monitoring Basics	Windows includes deceptively powerful built-in tools for managing and monitoring performance, and has lots of built-in hooks for monitoring. This course covers the basics of performance monitoring in Windows, and the use of three key tools: Windows Resource Monitor, Windows Performance Manager, and Windows Task Manager.
Microsoft Windows Performance Monitoring Best Practice	Some performance issues require a detailed historical set of data to diagnose. Simply capturing a single static statistic will not help to determine if a system is overtaxed. This course covers the collection and analysis of historical performance data in Windows systems. It also covers the automation of data collection using the Performance Analysis of Logs tool, the collection and analysis of low-level system metrics using the Windows Performance Toolkit, and ultimately, best practices for Windows system performance monitoring.
Microsoft Windows Performance Tools In Windows Operating Systems	The methods used to access and use performance-monitoring tools in Windows operating systems can vary. Each operating system has a different look and feel. This course covers some of the key features/differences and methods used to access Windows Performance Monitor, Windows Resource Manager, and Windows Task Manager performance-monitoring tools in Windows 7, Windows 8.1, and Windows 10. In this course, you will learn about key features/differences and methods used to access the Windows Performance Analyzer, Windows Performance Recorder, and the Performance Analysis of Logs tool in the three Windows operating systems.
Windows Performance Monitoring: Additional Performance Tools	There are several performance tools and methods that can be used to tweak or adjust application and system performance. However, some of these tools and methods are not commonly known. In this course, you will learn about some of the lesser known but very useful performance tools and methods used in the different Microsoft Windows operating systems. The course will cover tools such as Event Viewer, Reliability Monitor, and Windows Experience Index, in addition to methods used to improve system and application performance.
Python: The Basics	Python has a unique culture and community that has built up around it and that value its core philosophy, expressed as a series of aphorisms, and available at a few key presses from any Python installation. In this course, you'll learn the basics of Python and its philosophy, setting up Python, and writing a basic program with built-in data types, loops and conditionals.
Python: Classes and Modules	Python is a lot more than a scripting language, and can be used to create OOP applications using classes, or using a functional paradigm. This course covers some of the ways Python programs can execute. You'll learn about building your own custom functions and classes, and documentation and file handling.
Python: Iteration and Exceptions	Iterations and exceptions are nuanced in Python, and so it is important to fully understand how they work in order to produce quality software. In this course, you will learn about comprehensions, a powerful, concise syntax for creating iterable objects. The course also covers iteration and iterables, and exception handling.
REST API: Exploring the Basic Features	REST is the foundation of data communication in the modern distributed application architecture. This course will teach you the basics of REST and ASP.Net Web API. You will also learn the components of REST along with a few methods and formatters of REST.
REST API: Exploring the Advanced Features	Security of data is the prime concern while creating services that involve exchange of data between a server and a client. In this course, you will learn the various features of the REST security. You will also learn the REST architecture, types of views in the REST Architecture, and databases and API deployment.
CompTIA A+ Exam 220-901: Peripheral Devices	Computers can perform a wide variety of tasks, but often require specialized peripheral devices to make it happen. Learn what peripherals are used for what features, to unlock the full power of your computer. This course covers peripheral devices, describing all of the different hardware that can be connected to your computer, and all of the features and functions they have.
CompTIA A+ Exam 220-901: Display Devices	Information in the computer isnâ€™t any help to you, unless you can see it. In this course, you will learn about the different display technology available, the configuration options for them, and how to troubleshoot any problems that you might have. This course describes different types of display technology and how to configure and troubleshoot them.
CompTIA A+ Exam 220-901: Different Computer Form Factors	Not every computer looks the same or should use the same basic configuration. You need to be able to configure a computer to fit your specific requirements. Whether that's a workstation, a home theater system, or a high-end gaming computer, this course discusses the different requirements and options available for different types of computers.
CompTIA A+ Exam 220-901: Introduction to Networking	In a connected world, being able to get your computer connected is of paramount importance. There are a lot of different types of networks and network devices, and this will give you an overview of all of them. This course will teach you to identify different types of networks and network devices, and learn about basic network functionality.
CompTIA A+ Exam 220-901: Network Protocols and Cabling	Computers communicate with each other over a network by using a pre-established set of communications protocols such as TCP/IP. Itâ€™s important to understand those protocols, and how IP addresses are assigned within a network. Most networks require cabling, and itâ€™s important to understand what cabling options are available, and when to use each type. This course covers network protocols, and goes into detail on setting up an IP addressing scheme using either IPv4 or IPv6. It also describes all of the different network cabling options, along with the cable connectors that interface with them.
CompTIA A+ Exam 220-901: Wireless Networking	Wireless networks are much more versatile than wired networks if you're in an environment where running wires might be difficult. But they also can be slower and less secure than a wired network. So it's important to know when to use a wireless network, and how to set it up properly. This course discusses the benefits of wireless networks and how to mitigate some of the related drawbacks.
CompTIA A+ Exam 220-901: Broadband Routers	Many small and home offices use a broadband router as both their Internet connection and networking solution. It's important that you're taking full advantage of the options available to get the best possible (and safest possible) use out of that router. This course teaches how to install and configure a broadband router in a small office or home office scenario.
Contractor Safety	Contractors are hired to perform services on worksites where a variety of hazards may be present. The hiring company shares some of the responsibility for the safety for the contractor. Often, jobs require contractors to work alongside the hiring company and the safety of each impacts the other. Understanding contractor safety and acknowledging the benefit for both parties is important in providing a safe and healthful workplace. In this course, you will learn about different classifications of employers and their responsibilities to ensure a safe worksite.
Waste Minimization and Pollution Prevention for Employees	This course is intended for all employees who work in an office or general industry environment. It helps to raise employee awareness about the production of waste and pollution that occurs as a result of everyday actions, as well as offering simple yet effective tips and strategies that will help to reduce the volume and amount of waste and pollution that is generated by them and their workplace as a whole.
Introduction to the Access 2016 Interface, Database Management, and Tables	Microsoft Access 2016 makes it easy to create professional databases for home, and business use. In this course, you'll learn about the new interface and key new features introduced in Access 2016. In addition, you will learn how to structure and construct a database design for a particular purpose. Included in this course is a section on adding, and modifying tables and table fields using different methods and views. This course is one of a series in the SkillSoft learning path that covers Microsoft Access 2016 for beginners.
Creating Relationships, Queries, Forms and Reports in Access 2016	Queries, being the heart of Access 2016, allows searching and extraction of information from tables for analysis. In this course, you'll learn how to set primary keys, forming relationships between objects in a database. In addition, this course demonstrates how to design forms and reports for data input, and how to present information in a neat and organized format. In addition, you will learn various methods of exporting and importing data using Access 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Access 2016 for beginners.
Getting Started with Project 2016	Microsoft Project 2016 makes it easy to create professional and personal project plans for home and business use. In this course, you'll learn about the new interface and key new features introduced in Project 2016. In addition, you will learn how to create a new project using different options, import Excel 2016 data, and set up the project calendar. This course is one of a series in the Skillsoft learning path that covers Microsoft Project 2016 for beginners.

Course	Description
Working with Tasks, Relationships, Constraints, and Milestones in Project 2016	Setting up a project using Project 2016 is a crucial step to project management success. In this course, you'll learn how to create and organize tasks, as well as form task relationships by linking and unlinking tasks. In addition, this course demonstrates how to import tasks, set lags, constraints, and milestones, as well as work with the Task Information dialog box. This course is one of a series in the SkillSoft learning path that covers Microsoft Project 2016 for beginners.
Managing Resources and Views in Project 2016	A resource allocation plan, which describes the resource type needed and timing of that need, is a critical tool for effective management of resources. In this course, you will create and manage project resources and tasks, and then allocate resources to tasks as well as set up costs. In addition, you will be introduced to the new resource views, allowing project managers to understand the volume consumption of resources at a quick glimpse. This course is one of a series in the Skillsoft learning path that covers Microsoft Project 2016 for beginners.
Tracking, Managing, and Sharing Projects in Project 2016	There are many factors that can affect a project's success. With Project 2016, you can identify risks, analyze risks, and prepare risk resolution steps while doing tracking. For instance, the Tracking Gantt view will depict critical and non-critical task bars and the Task Inspector, in conjunction with highlighting feature, allows timeline corrections. In this course, you will learn how to track and manage a project, set project options, and use import and export options available in Project 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Project 2016 for beginners.
iRise Editor Basics	Being able to assemble interactive mockups in seconds and build working prototypes with no code is a huge advantage to product managers. iRise allows users to create these simulations which help teams visually understand the design, provide feedback on the user experience, and actually use and test. In this course, you will review prototypes, learn how to use the Definition Center, and work with the Editor to create simulations.
Online Prototyping with iRise	iRise 10 has taken the platform to the cloud. Product managers can still create the same interactive simulations without having to write any code, but now they can incorporate new integrations and faster prototyping for desktop and mobile devices. In this course, you will learn how to create interactive prototypes as well as reusable content and finally perform prototyping for mobile apps.
Advanced Prototyping in iRise	iRise has brought in new integrations, configurable requirement attributes, and faster prototyping for desktop and mobile devices. In this course, you will learn how to use widgets, actions, and event triggers, as well as how to work with data tables.
Reusable Components and iRise Administration	iRise Shared Libraries allow users to create screens that match corporate design standards and color schemes. Using Libraries, designers can share common UI elements, icons, and screen elements. In this course, you will learn how to work with styles, masters, and templates.
Defensive Programming in Java: Data Handling, Injection Attacks, and	Defensive programming is an approach to programming that attempts to ensure that software still functions under adverse or unforeseen circumstances. In this course, you'll learn how to defend against injection attacks, including SQL, XML, LDAP, and coding attacks. You'll also learn how to handle concurrency.
AngularJS and ASP.NET 5 MVC 6: Creating an SPA	ASP.NET's support for tools such as GruntJS, together with support for AngularJS templates in Visual Studio, positions it as a server framework for building AngularJS client applications. In this course, you'll learn how to integrate AngularJS with ASP.NET MVC Web API using Microsoft's Visual Studio. You'll begin by using the required application template and packages, and building the required JavaScript files with Grunt. You'll configure the model and controller for the Web API. You'll then go on to generate the AngularJS front end â€" creating a module, controller, service, and template. You configure client routing, controller and resources, the main layout, and virtual pages for CRUD operations. You will also configure the app to use Entity Framework.
AngularJS and ASP.NET 5 MVC 6: Data Persistence, Validation, and Security	Data persistence is an important aspect of multi-tier web applications, and appropriate validation and security are crucial to any software application. In this course, you'll learn how to use Entity Framework 7 to persist data to a database. You'll learn how to use the built-in features of AngularJS to implement validation in the SPA created with AngularJS and ASP.NET Web API. You'll use ASP.NET validation attributes in the Web API. You'll update the database and controllers to take account of the validation. You'll also implement security â€" in this case you'll use ASP.NET Identity. Finally, you'll learn how to force login using the Authorize attribute, forward claims data from ASP.NET to AngularJS, and secure API controller actions.
Getting Started with Typekit	Typekit provides a huge range of unique, creative fonts. In this course, you will learn about different options for purchasing and accessing Typekit. You'll also learn how to search, browse, and filter fonts in the Typekit library, customize your view of the library, and sync selected fonts for use by desktop applications on your computer. This course is one of a series in the SkillSoft learning path that covers Adobe Typekit.
Using Typekit Fonts on Web Sites	Typekit makes it quick and easy to create kits for publishing creative, striking fonts to web sites. In this course, you will learn how to create a kit using the Typekit interface. You'll also learn about deploying kits on both WordPress and simple HTML web sites, and about customizing cascading style sheets (CSS) to apply Typekit fonts. This course is one of a series in the SkillSoft learning path that covers Adobe Typekit.
CompTIA A+ Exam 220-901: Internet Connections	Connecting to the Internet is of vital importance in today's world. There are a lot of different ways to do it, and it's important to know which option is the best for your situation. This course discusses the different options for connecting to the Internet, and how to make the best use of them. It also introduces some basic troubleshooting methodology that can be used if your connection isn't fully functional.
CompTIA A+ Exam 220-901: Mobile Computing	Mobile devices have flooded the market. It's important to know what the different devices do, how they function, and how you can make best use of them. This course introduces information on portable computers like laptops, and some of the special hardware and considerations that you need to take into account when using them. It also discusses other mobile devices like wearables and mobile phones.
Microsoft SQL Server 2016 First Look: Preview	The landscape for database management systems is changing radically. Big data, Hadoop, and NoSQL are becoming key technologies in the sector, and the rise of cloud computing, with all the benefits of off-siting your data, seems inexorable. SQL Server 2016 is Microsoft's answer to these technologies for SQL databases. This course covers new and updated features targeted at big-data and cloud interoperability, and other changes to Microsoft's relational database. This course is based on preview software, and interfaces and features discussed are subject to change.
Disaster Site Workers	This course will help disaster site workers to understand the common dangers associated with disaster sites, the different stages of a disaster response, the command structures that typically oversee disaster sites, and the potential physical and psychological consequences of working in such environments.
Preventing Identity Theft	This course will make you more aware of the risk of customers' personally identifiable information (PII) being used to steal their identities. You'll learn about precautions to keep PII safe and how to reduce the risk of malware or successful phishing attacks. Knowing some of the preventive measures to take can help safeguard both the client and your company as a whole. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.
Mentoring 70-398 Planning for and Managing Devices in the Enterprise	Skillsoft Mentors are available to help students with their studies for exam 70-398 Planning for and Managing Devices in the Enterprise. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Managing an Oracle Database 12c Instance	An understanding of the memory, process, and storage architecture â€" along with the new multitenant architecture â€" in Oracle Database 12c is a good foundation for working with Oracle database instances. In this course, you'll learn about all the key architectural structures in Oracle Database 12c and how they work together. You'll learn about the main tools for managing Oracle database instances. You'll then learn how to get started, configuring initialization parameters, starting up a database instance, working with log files, and using the various database views in Oracle Database 12c. This course is one of a series in the SkillSoft learning path that cover the objectives for the Oracle Database 12c Installation and Administration exam (1Z0-062).
TestPrep 70-398 Planning for and Managing Devices in the Enterprise	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
MATLAB Fundamentals	MATLAB, a fourth-generation language, is one of the most popular numerical computing environments. Developed and owned by MathWorks, it includes functionality such as manipulation of matrices, analysis of data using plotting, and development of algorithms, models, and applications. In this course, you will be introduced to the functionality of MATLAB in addition to how to work with variables, vectors, and matrices; how to implement programming functionality such as flow control; and how to create functions. The course will cover how to analyze data with plots, including 3-D and image plots, and introduce you to importing and exporting data files, including Excel files. It will introduce you to building user interfaces with MATLAB, manipulating polynomials and polynomials, and calculating basic statistics using MATLAB. Finally, you will learn about some of the toolsets that can be used with MATLAB to provide built-in functionality in relation to statistics and symbolic math expressions.
Securing Mobile Devices in the Enterprise: Mobile Security Threats	Mobile security threats are among the most serious threats to the enterprise, as mobile attacks are often a gateway to a wider attack on connected resources. The Open Web Application Security Project tracks the top 10 security concerns for mobile devices and applications, and this course uses these risks as a basis for discussing mobile security. In this course, you will learn about some best practices for securely handling mobile devices.
Securing Mobile Devices in the Enterprise: Mobile Security Technologies	Cryptography provides the means to secure data at rest and in transit, but that's only part of the story for hardening mobile systems. Requirements for a hardened back-end infrastructure are magnified by mobile units as these go-anywhere devices provide attackers with a potentially simple route into your back-end network. In this course, you will learn about encryption, some practical use cases in the mobile enterprise, and back-end hardening for mobile systems.
Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation	Once you have identified threats to mobile security, the next step in creating the fully mobile-aware enterprise is to look at mitigation strategies. In this course, you will learn about threat mitigation in a small, unmanaged environment; in a semi-managed environment using Exchange ActiveSync; and in a fully managed environment using a mobile device management (MDM) solution. You will also learn about mitigation from a Bring Your Own Device (BYOD) and a company-owned device (COD) perspective.
Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security	The final stage in moving toward a secure mobile enterprise requires the use of a mobile device management (MDM) platform. These management systems can lock down and govern all aspects of mobile device usage in the enterprise in COD and BYOD scenarios. In this course, you will learn about a model for enterprise mobile security and two MDM systems from Microsoft â€" Intune and System Center Configuration Manager.
Toxic Substances Control Act (TSCA)	Chemistry is a vital part of technological innovation and progress and a valuable contributor to our economy. The United States chemical industry generates nearly a trillion dollars in annual sales - a significant component of the US gross domestic product. But the use of chemicals is also one of the most regulated processes in the country. If chemicals are not managed safely, they can have significant health and environmental consequences. The Toxic Substances Control Act is a comprehensive framework for the review and regulation of chemical substances and mixtures used in commerce. TSCA gives the Environmental Protection Agency, or EPA, authority to go beyond waste disposal and to regulate industrial chemicals before and during use in the market.
Connectivity and Space Management in Oracle Database 12c	Key aspects of administering Oracle Database 12c include managing client connections to database servers and optimizing the ways data is stored to conserve space and improve system performance. In this course, you'll learn how to manage Oracle Net Services. You'll also learn how to work with tablespaces and data files, and how to manage the space used by the core storage structures, data blocks and segments. Finally, you'll learn about the Undo feature in Oracle Database 12c.
Introduction to ASP.NET Core 1.0	ASP.NET Core 1.0, previously known as ASP.NET 5, is the latest open-source version of the popular ASP.NET web development framework. In this course, you'll be introduced to the core features of ASP.NET Core 1.0. You'll also learn how to get started with ASP.NET Core 1.0, creating and configuring a simple web application, as well as ASP.NET Core 1.0 services and middleware. This course is one of a series in the SkillSoft learning path that covers the features of ASP.NET Core 1.0 and ASP.NET Core 1.0 MVC, previously known as MVC 6.
Developing ASP.NET Core 1.0 and MVC Applications	The ASP.NET Core 1.0, previously known as ASP.NET 5, framework introduces a number of new capabilities for configuring and working with web applications. In this course, you'll move beyond setting up a simple ASP.NET Core 1.0 site to configuring middleware, dependency injection, exception handling and logging, and caching for ASP.NET Core 1.0 web applications. You'll also learn about what's new specifically in ASP.NET Core 1.0 MVC, previously known as MVC 6. This course is one of a series in the SkillSoft learning path that covers the new features of ASP.NET Core 1.0 and MVC Core 1.0.
Systems Security Certified Practitioner: Cryptography	Enterprise assets, including data, must be protected at all times, including when stored, accessed, shared, and transmitted. This course provides an overview of cryptography best practices, including hashing, salting, encryption, and digital signature usage. It also covers cryptography regulatory requirements and best practices for implementing and operating cryptographic systems, including PKI and Web of Trust. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
TestPrep 200-310 Designing for Cisco Internetwork Solutions (DESGN)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Getting Started with Amazon Web Services	Amazon Web Services is a cloud computing platform. It provides a comprehensive platform from which to provide web applications with high-availability. AWS facilitates managing application-related resources automatically from convenient interfaces. In this course, you will learn about some of the various services offered by Amazon Web Services. You'll also learn the basic steps to get started developing a Node.js application on AWS.
Microsoft Azure â€" Architecting Solutions: Design Web Sites	Web-based applications have quickly become the primary method in which users interact with their data. In this course, you will learn about implementing web sites in Microsoft Azure. You will look at how to create web sites using different technologies such as .NET, Python, and PHP. You'll also look at how to deploy and configure web sites using various methods. Upon completion, you should be better able to design an Azure solution using Azure web sites.
Microsoft Azure â€" Architecting Solutions: Designing a Continuity Strategy	In any architecture, you need to plan for recovery in the event of system failure. You also need to take steps to avoid common failures such as improper configuration and changes by staff. In this course, you will learn about designing a solution to support business continuity for assets and resources in Microsoft Azure. You will look at backup and recovery solutions as well as Azure automation and PowerShell. Upon completion, you should be better able to design a solution that offers business continuity in Azure.
CompTIA A+ 220-902: Windows Overview and Installation	This course explores the different Windows Operating systems and the processes use to install them. In this course, you will learn at a high level about the different versions of Windows. You will also learn about installation processes that are available for Windows. This course is one of a series in the Skillsoft learning path that covers the objectives for the Cisco exam CompTIA A+ exam (220-902). This exam counts toward the CompTIA A+ certification.
CompTIA A+ 220-902: Windows Interaction and Personalization	This course covers information related to interaction and personalization of a Windows operating system. In this course, you will learn the basics of User Accounts and Profiles. You will also learn about many of the ways to interact with Windows and personalize settings within the OS.
CompTIA A+ 220-902: Windows Utilities and Management	This course will explore the information needed to execute Windows tools and utilities to effectively manage a Windows environment. In this course, you will learn about the use of the command line, Registry control panel and many other system tools used to manage a Windows operating system.

Course	Description
CompTIA A+ 220-902: Windows Applications and Features	This course will explore Windows applications and how to manage, troubleshoot, and install them into the operating system. In this course, you will learn about application management, troubleshooting, and installation in the Windows operating system.
CompTIA A+ 220-902: Adding Hardware to Windows and Storage Options	This course will cover the installation process of hardware and the accompanying software that is needed to integrate the hardware into the Windows operating system, as well as a breakdown of storage options available within the Windows operating system. In this course, you will learn about the installation of hardware, such as printers and hard disk drives, into the operating system including its drivers. You will also learn about managing the device from the Windows operating system, and storage options.
CompTIA A+ 220-902: Networking with the Windows Operating System	This course will explore the different methods and procedures required to join a Windows operating system to an existing network, modify an existing configuration, and troubleshoot issues that may arise with networking from an OS perspective. You will learn about the basic information required to understand joining a Windows operating system to an existing network, modify network settings as needed, and troubleshooting any issues that may arise with the network connection.
CompTIA A+ Exam 220-901: Portable Computer Hardware	Laptops and other portable computers function the same as a desktop computer, but have an entirely different set of requirements when designing and installing components for them. In this course, you will learn about the different types of computer hardware that can go into a portable computer. The course describes computer hardware that is specialized for a portable computer like a laptop.
CompTIA A+ Exam 220-901: Printers	There are a lot of different types of printers around these days, and you need to be able to tell them apart. What are the benefits and drawbacks of each type of printer? How should you connect your computer to your printer? This course describes all of the different types of printers, print drivers, and connection options that you can use when installing a new printer.
CompTIA A+ Exam 220-901: Printer Maintenance	To keep your printer working smoothly for a long time, you need to make sure that you're taking good care of it. Learn what you can do to keep your printer in good shape. In this course, you will learn about printer installation and maintenance procedures.
CompTIA A+ Exam 220-901: Troubleshooting Printers	Printers have a lot of moving parts, quite literally. Make sure you understand the inner workings of your printer, and how to fix any problems that you might encounter. This course describes basic troubleshooting for printers, introducing some common issues that you might run into, and how to solve them.
Ozone-depleting Chemicals	Chlorofluorocarbons and other ozone-depleting chemicals (ODCs) pose a serious hazard to both people and the environment. Therefore, it is important to know how to handle them safely and in compliance with federal regulations. This course will help individuals who may come into contact with ODCs to minimize the risk of exposure to themselves, others, and the environment. It describes practices for the proper handling of ODCs, as well as federal requirements for technician certification; material labeling; recovering and recycling; recordkeeping, and reporting.
Security Personnel: Responding to Potential Threats	This course is intended for all employees who perform facility security functions and serve to protect those around them. It explores a variety of tools that can be used to defuse or handle potentially dangerous situations. It covers subtle but important warning signs that there could be imminent danger present in an environment, and the level of response that such events and threats require.
Hazardous Materials: Shipping Lithium Batteries under DOT Exemptions	This activity-based course covers Department of Transportation (DOT) requirements for packaging and shipping lithium batteries for transport by highway within the United States. The course focuses on lithium batteries that qualify for DOT exceptions. You'll be presented with three shipping situations involving common types of lithium batteries found in workplaces. For each situation, you'll identify the type of batteries being shipped, select the appropriate entry from the DOT Hazardous Materials Table, and determine what exception applies and how it affects the packaging, marking, labeling, and preparation of shipping papers for each type of lithium battery. This course does not address the requirements for shipping lithium batteries by aircraft, rail, or vessel. Nor does it cover fully regulated batteries, which have more stringent requirements than those being shipped under an exception.
Human Trafficking Awareness for Employees of Federal Contractors	Do you think you would recognize a case of human trafficking if you encountered it? Human trafficking is a form of modern-day slavery, and it is happening all over the world — even in the United States. Traffickers come from all walks of life, and their victims are men, women, and children. It is estimated that up to 20 million people are being held in slavery worldwide today. The US federal government has a zero-tolerance policy on human trafficking that applies to its employees and to employees and agents of contractors and subcontractors. In this course, you will learn how to avoid the activities prohibited under the Combating Trafficking in Persons regulations. You'll also learn what to do if you suspect that prohibited activities are occurring in the conduct of any work your company is doing for the US government.
Designing Effective PowerPoint Presentations	To be effective, a presentation has to capture your audience's attention and deliver a compelling message. In this course, you'll learn design principles for creating engaging presentations in PowerPoint 2016. You'll also learn how to ensure your message is clear and persuasive, and how to use sound, images, color, and styles to optimize the visual impact that a presentation has on your audience. This course is one of a series in the SkillSoft learning path that covers best practices when using PowerPoint 2016.
Using Slide Masters and Slide Elements to Optimize Impact	Proper use of slide masters and slide elements like timelines, charts, shapes, animations, and hyperlinks can simplify the design process and enhance a PowerPoint 2016 presentation. In this course, you'll learn how to create and customize a slide master and how to use a range of elements to add impact to presentation slides. You'll also learn best practices for delivering a presentation. This course is one of a series in the SkillSoft learning path that covers best practices when using PowerPoint 2016.
User Security and Auditing in Oracle Database 12c	Protecting the security of an Oracle Database 12c system involves controlling and monitoring database access. In this course, you'll learn how to manage privileges and use roles, profiles, quotas, and password security in Oracle Database 12c. You'll learn how to detect and resolve lock conflicts, and you'll learn how to enable and manage auditing of database activity using the Oracle Database 12c Installation and Administration exam (1Z0-062).
Deploying and Using Jasmine	This course will cover the major areas of interest within the Jasmine JavaScript testing environment and aims to acquaint the learner with the fundamental knowledge to support further study of JavaScript testing. The course covers the deployment and configuration of the Jasmine environment, the architecture of the testing engine, and the syntax of the Jasmine test Functions and Methods. In addition, the course covers Jasmine Spies and Functions call stats, and includes a section on deploying and using Jasmine with the Node.js environment.
Systems Security Certified Practitioner: Network and Communications Security	Enterprise networks and telecommunications technology, while vital, come with their own unique security challenges. This course introduces network security best practices for OSI and TCP/IP models, as well as common ports and protocols. It also covers common communication network attacks and countermeasures, as well as network access control best practices. In this course, you will learn about secure practices for managing LAN-based, network-based, and wireless platforms technologies. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner exam.
Systems Security Certified Practitioner: Systems and Application Security	Malicious attacks on systems and applications are now an everyday problem, and security professionals have to know how to identify and protect against them. This course covers how to identify and analyze malicious activity, including malicious code and countermeasures. It also outlines best practices for endpoint device and cloud security, including host-based firewalls, HIDS, virtualization, and service models. In this course, you will learn about best practices for securing big data systems and operating and securing virtual environments, including appliance and attack countermeasures. This course is one of a series in the Skillsoft learning path that covers the objectives for the (ISC)2 Systems Security Certified Practitioner Exam.
COMPLIANCE EXPERT: Harassment and Retaliation	Harassment and retaliation are unwelcome, and in some cases unlawful, adverse actions taken against an employee for engaging in some type of protected activity. In this Compliance Expert Impact, Wendy Fischman explains what organizations need to know to help protect their employees and their business.
COMPLIANCE EXPERT: Harassment and Retaliation for Managers	Retaliation can be damaging to an organization. As a manager, you are positioned to confront and eliminate retaliation in defense of your employees. In this Compliance Expert Impact, Wendy Fischman discusses the role of managers in preventing and addressing retaliation.
Microsoft Azure — Architecting Solutions: Designing a Management Strategy	As an organization adopts cloud technologies, it becomes increasingly important for it to be able to proactively manage and monitor its cloud-based assets. In this course, you will learn about designing a management strategy to best manage assets and resources in Microsoft Azure. You will look at integrating Microsoft System Center with Azure and look at the different ways you can monitor and manage different aspects of Azure. Upon completion, you should be better able to design a management solution with Azure.
CompTIA A+ 220-902: Monitoring the Windows OS and an Introduction to Other	This course provides an introduction to monitoring the Windows operating system, optimizing performance, as well as data backup and recovery. Additionally, you will be introduced to other operating systems such as Linux and Mac OSX, and you'll learn about some of the basics of Mac OSX.
CompTIA A+ 220-902: Mac OSX Features and an Introduction to Linux	There are various features of the Mac OSX operating system imperative to the administration of that OS. In this course, you'll learn about the Linux OS and the similarities between Mac OSX and Linux. You will also learn about some of the features available within the Mac OSX operating system as well as dive into the Linux operating system landscape and some of the features that are available within. Finally, you will learn some of the similarities between these two OSs and the common best practices.
CompTIA A+ 220-902: Shell and Terminal Commands for Linux or Mac OSX	This course will explore many of the commands used within Linux and Mac OSX to administer those operating systems at an advanced level. You will learn about the shell and terminal commands as well as several other commands that will be explored at a detailed functional level.
Security Awareness for End Users	The nature of higher education institutions means they must provide relatively open and easy access to resources and services while also protecting these resources from individual's with malicious intentions. Securing the campus network depends largely on end users, specifically students and employees. They have an important role to play in network security. In fact, by taking appropriate action to promote network security, end users will also benefit from increased protection against people looking to take advantage or to exploit them personally. This course will explore why campus networks are targeted by hackers and the potential consequences a breach can have for end users and institutions. Best practices for protecting personal, web-enabled devices and safe online behaviors will build awareness of how to stay safe and secure online — which in turn will promote campus network security.
Backing Up, Recovering, Importing, and Exporting Data in Oracle Database 12c	A key responsibility of an Oracle database administrator is protecting databases from failure. It's also important to be able to import and export data in various ways. In this course, you'll learn how to back up and recover databases, how to migrate and load data, and how to work with external tables in Oracle Database 12c, and the Oracle Database 12c Installation and Administration exam (1Z0-062).
Database Maintenance and Performance Tuning in Oracle Database 12c	Oracle Database 12c includes many features that simplify routine database maintenance and performance tuning. In this course, you'll learn how to configure and use the automated database monitoring and maintenance features available in Oracle Database 12c. You'll also learn how to monitor and tune both database and memory performance in Oracle Database 12c.
Defensive Programming in Java: Data Security and Access Control	Defensive programming is an approach to programming that attempts to ensure that software still functions under adverse or unforeseen circumstances. In this course, you'll learn how to code defensively in order to handle and protect data. You'll learn how to implement secure communcations and how to implement access control and authentication effectively.
Microsoft Azure — Architecting Solutions: Infrastructure and Networking	Cloud-based technologies such as Microsoft Azure have become increasingly popular as a valuable part of everyday IT operations. In this course, you will learn how to design the network and overall architecture of a cloud-based solution using Microsoft Azure.
Microsoft Azure — Architecting Solutions: Designing Storage and Data Access	Microsoft Azure allows for data to be stored in many different ways and choosing the best method is important for any successful design. In this course, you will learn about implementing storage solutions in Microsoft Azure. You will look at different options to store data in Azure such as using storage containers, SQL Databases, and third-party databases such as MongoDB, MySQL, and DocumentDB. You will also learn about some of the management options to best implement the various types of data storage.
Microsoft Azure — Architecting Solutions: Service Support for Azure Data	One of the biggest benefits to using Microsoft Azure is the variety of services and technologies that you can use as part of your cloud architecture solution. In this course, you will learn about implementing services and technologies that support storage solutions in Microsoft Azure. You will look at various technologies such as Mobile Services, Push Notification Services, Web API, Service Bus Relay, BizTalk Hybrid Connections, virtual private networks, and Azure Media Services. Upon completion, you should be better able to design an Azure data storage solution with these technologies in mind.
Microsoft Azure — Architecting Solutions: Designing Advanced Applications	As a cloud architect, maintaining a high level of knowledge of the different cloud services and technologies is important. In this course, you will learn about implementing advanced application features in Microsoft Azure. You will look at Big Compute, Azure Batch, Worker Roles, Advanced Storage Support, Azure Machine Learning, Big Data, Media Services, and Azure Search. Upon completion, you should be better able to design an Azure solution with these technologies in mind.
CompTIA A+ 220-902: Introduction to Mobile Operating Systems	This course covers an introduction to mobile operating systems. In this course, you will explore a basic overview of mobile operating systems including some of the features, technologies, and troubleshooting methods associated with them.
CompTIA A+ 220-902: Windows Security Features and Management	There are a number of security features provided by the Windows OS. In this course, you will explore the features provided by the Windows OS for the purpose of maintaining security of data resources, how to implement them, and how to manage those features.
CompTIA A+ 220-902: Common Troubleshooting and Security Practices	This course covers troubleshooting and security principles along with security practices commonly implemented within an IT infrastructure. In addition, you'll explore software and physical security, data destruction and disposal, as well as wireless network security. Finally, the course will cover an introduction to the troubleshooting methodology.
CompTIA A+ 220-902: A Practical Approach to Troubleshooting	There is a practical approach to troubleshooting PC, security, mobile OS, and application issues. Starting with the actual symptom, different tools and scenarios are explored to resolve the issue. In this course, you will learn about troubleshooting PCs, security, mobile OSs, and applications, along with the steps, tools, and solutions you can use to fix them.
Emergency and Disaster Preparedness — Cal/OSHA	This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to discuss the purpose and scope of an emergency response plan, describe the purpose and scope of an emergency evacuation plan, recall the actions to take in specific emergency situations, describe the purpose and scope of a workplace violence prevention plan, and identify specific actions to take in the event of a bomb threat.
Introduction to OSHA	This two-hour introductory course outlines the history and mission of the Occupational Safety and Health Administration (OSHA) and why it is important to workers. It provides learners with a basic understanding of employee rights and employer responsibilities under OSHA and how to read OSHA standards. It also explains the OSHA inspection process and introduces learners to a variety of safety and health resources that they may find useful or necessary on the job.
New and Improved Features in Office 2016	With the release of Microsoft Office 2016, Microsoft has focused its suite of products to meet the ever-changing needs of individuals, small and medium-sized businesses, as well as large enterprises, particularly in making it easier to share documents and collaborate. This course provides an overview of new and improved features common among the whole suite of Office 2016 products. The course also focuses on specific enhancements and improvements to Word 2016 and Outlook 2016.
New and Enhanced Features in Office 2016 Products	With the release of Microsoft Office 2016 product suite, Microsoft has enhanced functionality to meet the evolving needs of individuals, small and medium-sized businesses, as well as large enterprises. This course provides an overview of new and improved features in PowerPoint 2016, Excel 2016, Visio 2016, Project 2016, Access 2016, and OneNote 2016.
Setting Up a Project in Microsoft Project 2013	Microsoft Project 2013 makes it easy to create and manage professional project plans for home and business use. In this course, you will learn how to navigate and use the Project 2013 interface, how to set up a project and a project calendar, how to add custom fields to a project plan, and how to set various project options. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).

Course	Description
Introduction to Justinmind	Both Justinmind online services and the Justinmind desktop application provide powerful tools for creating working prototypes of web and mobile applications. In this course, you will learn how to create and manage a Justinmind account, and about the online services you can use the account to access. You'll also learn how to install and navigate the Justinmind desktop application, how to set preferences and install plug-ins for it, and how to use it to share access to projects. This course is one of a series in the SkillSoft learning path that covers how to use Justinmind.
The Justinmind Desktop Application Interface	The Justinmind desktop application makes it easy to build and manage working prototypes for web and mobile applications. In this course, you will learn how to create prototypes in different ways. You'll also learn how to use the interface in the Justinmind desktop application to work with and simulate prototypes. This course is one of a series in the SkillSoft learning path that covers how to use Justinmind.
Welding Impact: Fire Prevention Techniques	Employees need to be aware of the causes of fire and the preventive measures to be followed while performing welding, cutting, or brazing operations. In this impact series, Rick Faletti briefs about fire prevention techniques.
Welding Impact: Oxy-Acetylene Torch Safety	When working with an oxy-acetylene torch, certain procedures should be followed to ensure safe usage. Using the recommended safety devices such as a pressure regulator and a pressure release valve also reduce the risk of a hazard. In this impact series, Rick Faletti talks about oxy-acetylene torch safety.
Welding Impact: Health Hazards	Workers involved in welding operations are exposed to health hazards. For safety and protection against hazards, they need to follow safe work practices. In this impact series, Rick Faletti talks about different health hazards and the best practices for worker's safety.
Welding Impact: PPE Requirements	While performing hazardous operations such as welding, cutting, and brazing, personal protective equipment, or PPE, should be used, especially if engineering controls are not feasible. In this Welding impact, Rick Faletti describes some of the PPE equipment that can be used and their requirements.
Welding Impact: Safety Considerations	Safety hazards from welding, cutting, and brazing operations can result in serious injuries and fatalities. In this Welding impact, you'll learn the potential hazards and possible solutions to be considered during welding operations.
Welding Impact: Handling and Storing Gas Cylinders	Workers involved in welding operations need to take caution when handling and storing gas cylinders. In this impact series, Rick Faletti talks about different ways to handle and store gas cylinders, types of cylinders, and precautions for safety.
Hand and Power Tool Safety Impact: Hazards and Controls	There are different types of hazards associated with hand and power tools on a job site. In this impact series, Rick Faletti explains several control measures and safe work practices for protection against tool hazards.
Hand and Power Tool Safety Impact: Specific Hazards	All employees who use hand and power tools should identify the hazards of each tool to prevent serious injuries and fatalities in workplace. In this Hand and Power Tool Safety impact, you'll learn the dangers associated with hand and power tools and the five rules to ensure safety when using these tools.
Hand and Power Tool Safety Impact: Pneumatic Tools	Pneumatic tools are driven by compressed air and are risky when not handled properly. These tools can have a grave physical impact on a person and are considered hazardous when not secured properly before use. In this impact series, Rick Faletti talks about pneumatic tools.
Hand and Power Tool Safety Impact: Powder-actuated Tools	Workers need to take extreme caution when operating powder-actuated tools on a job site. They must be trained properly to avoid hazards caused by powder-actuated tools. In this impact series, Rick Faletti talks about different hazards and safe work practices associated with powder-actuated tools.
Lockout/Tagout Impact: Terminology	When working on machines, employees can control hazardous energy by using various lockout/tagout devices and procedures. In this Lockout/Tagout impact, you'll learn the terminology associated with the lockout/tagout process.
Lockout/Tagout Impact: Properties of Devices	Workers who operate or use different machines or equipment in the workplace require the lockout/tagout, or LO/TO, devices for servicing or maintenance of the machines. In this Impact series, Rick Faletti talks about the properties of these devices.
Lockout/Tagout Impact: Individual and Group Applications	Employees working on machines may be seriously injured or killed if hazardous energy is not controlled through proper lockout/tagout practices. In this impact series, Rick Faletti talks about types of lockout/tagout applications.
Lockout/Tagout Impact: Removing Devices	A lockout/tagout device is added to equipment or processes to ensure safety of employees working with the equipment or process at all times. A lockout/tagout device must be removed only when the set criteria is met. In this impact series, Rick Faletti talks about the ways to safely remove lockout/tagout devices.
Lockout/Tagout Impact: Company	Employees who operate the lockout/tagout devices need to follow the company's lockout/tagout procedures and its implementation. In this impact series, Rick Faletti talks about company procedures.
Machine Guarding Impact: Areas Where Mechanical Hazards Exist	When working with tools and machines, employees need to identify the areas of mechanical hazards and take adequate precautionary measures to ensure safety. In this Machine Guarding impact, you'll learn the various mechanical hazards that could result in severe physical injuries or death or both.
Machine Guarding Impact: Where Accidents Are Most Likely to Occur	Organizations that deal with industrial equipment generally face the risk of accidents that involve hazardous mechanical motion. In this impact series, Rick Faletti talks about where these accidents are most likely to occur.
Machine Guarding Impact: Actions That Can Result in Injury	There are various reasons why accidents happen while working around machineries and equipment. The course takes us through few examples of such accidents. In this impact series, Rick Faletti talks about actions that can result in injury.
Machine Guarding Impact: Minimum Requirements of Safeguards	Safeguards are necessary to protect employees from hazardous mechanical motions. In this Machine Guarding impact, you'll learn the minimum requirements of these safeguards in a machine environment.
Machine Guarding Impact: Advantages of Guard Construction	Machines used on job sites have guards that protect employees from hazardous motion. The different types of guards used in machines are fixed guard, adjustable guard, interlocking device, and presence-sensing device. In this impact series, Rick Faletti talks about advantages of each of these guard types.
Machine Guarding Impact: Inspections	A regular inspection of machine guarding devices is necessary to protect workers from hazards on job sites. In this impact series, Rick Faletti talks about inspecting different guard types.
Machine Guarding Impact: Definitions and General Requirements	Employees are constantly exposed to hazardous mechanical motions while working with machines and equipment on a job site. In this impact series, Rick Faletti talks about different types of hazardous mechanical motions and how to protect oneself against these motions.
Microsoft Azure â€" Architecting Solutions: Securing Resources	One of the biggest concerns with organizations moving to the cloud is security. In this course, you will learn about securing resources in Microsoft Azure. You will look at securing resources by using managed identities, hybrid identities, and identity providers as well as examine how to implement data security solutions and role-based access control strategies.
CompTIA A+ 220-902: Introduction to Virtualization and Basic Security Concepts	Two of the most popular and required disciplines in IT are virtualization and security. In this course, you will explore some very basic terms and concepts of virtualization that provide a cursory understanding of a virtual environment. You will also learn about common terms, threats, and mitigation against those threats during an overview IT security.
Fall Protection â€" Cal/OSHA	This course is intended to provide employees who might be exposed to fall hazards with the ability to recognize such hazards and the ability to minimize them. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Accident Investigation and Reporting â€" Cal/OSHA	This course will provide an overview of accident investigation and reporting procedures. The accident investigation and reporting process helps to provide a safe working environment by determining the causes of an accident, then reporting them so that accidents can be prevented in the future. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Flaggers â€" Cal/OSHA	Traffic control is a critical aspect of worker and driver safety on road construction projects. Flaggers need to be knowledgeable about the standards and guidelines established by the California Manual on Uniform Traffic Control Devices for Streets and Highways and the American National Standards Institute (ANSI)/International Safety Equipment Association (ISEA) 107, High Visibility Safety Apparel and Headwear. These include general guidelines for flagging, appropriate clothing requirements, and the standards for the signs, barriers and lights, and other devices used in your work. You also need to know where to position yourself for optimum safety, how to judge traffic speed and congestion, and regulate traffic accordingly.
Lockout/Tagout â€" Cal/OSHA	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout permit. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Forklift Safety Awareness - Cal/OSHA	The purpose of this training is to help you become a qualified forklift operator; one who has the skills and knowledge to operate a lift truck in a safe and proper manner. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Laboratory Safety â€" Cal/OSHA	This overview course is designed for employees who work in an industrial, clinical, or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Respiratory Protection â€" Cal/OSHA	This course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation.
Bullying and Hazing on Campus	Institutions of higher learning are generally perceived as communities that promote mutual respect and concern for one another. Most students and their parents expect their chosen campus to be safe, secure, and protected. But the fact is that bullying, hazing, and other forms of interpersonal violence exist on campuses across the country. In response to this issue, many schools have instituted policies and programs to deal with the moral, legal, and emotional aspects of campus violence. It's important for faculty, staff, and students to understand the implications of bullying and hazing, and know how to access the support resources available to them on campus.
SQL Tuning, Resource Management, and Job Scheduling in Oracle Database 12c	Proper monitoring and tuning of databases significantly improves system performance. In this course, you'll learn how to use SQL tuning, optimizer statistics, and the range of SQL Advisors included in Oracle Database 12c. You'll also learn how to manage resources to optimize performance and how to use the Oracle Scheduler to create and schedule jobs.
Creating and Simulating a Working Prototype	Justinmind provides tools that make it easy to build and test working prototypes. In this course, you will learn how to add objects, interactive events, and hotspots to a prototype; how to participate with others in reviewing a prototype; and how to access and use the Justinmind mobile app. You'll learn how to access existing widget libraries or create your own custom widgets. You'll also learn how to create prototypes for touchscreen devices and wearables, and how to simulate prototypes using Justinmind. This course is one of a series in the SkillSoft learning path that covers how to use Justinmind.
Hearing Conservation â€" Cal/OSHA	This training course will provide information to help you prevent noise-induced hearing loss. It will also explain the purpose and components of a hearing conservation program including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Confined Spaces â€" Cal/OSHA	This course covers information about confined spaces, hazardous atmospheres, necessary equipment, and permits. The intent of the course is to provide the learner with information about the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.
HIPAA for Non-Medical Employers	Many organizations that fit the description of non-medical employers have employees, who by nature of their roles in Human Resources or benefits or health plan administration, have access to the personal and private health information of other employees. These organizations are legally obligated to protect this information as described by HIPAA's Privacy Rule. This course focuses on helping these employees learn how to identify protected health information (PHI), how to appropriately use, disclose or request PHI, and the importance of following their employer's internal privacy policies and procedures for handling the PHI they come into contact with as they do their job.
TestPrep 640-875 Building Cisco Service Provider Networks, Part 1 (SPNGN1)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-243 Administering and Deploying System Center 2012	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep JNCIA-Junos (JN0-102)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Trenching and Excavation Safety â€" Cal/OSHA	This course is designed to better inform the employee of the possible health and safety concerns unique to trenching and excavation. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to list factors to consider before trenching and excavation begins, identify the purpose of the site assessment, describe the purpose of a trench box, specify different types of excavation, sloping, and shoring principles, recognize other hazards that are present in excavation work, and identify the cause of excavation and trenching-related fatalities.
PPE: Personal Protective Equipment â€" Cal/OSHA	This course covers types, selection, maintenance, and care of personal protective equipment in the workplace. The types of personal protective equipment (PPE) covered in the course include: hard hat, respiratory protection, hearing protection, and body protection. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Infectious Materials Transportation by Ground	This activity-based course covers the U.S. Department of Transportation (DOT) requirements for packaging and shipping infectious materials by highway within the United States. The course puts you into situations where you'll classify the type of infectious substance being shipped, select the proper shipping name from the DOT Hazardous Materials Table, and determine the proper packaging, marking, labeling, and shipping paper requirements for infectious substances. This course does not address the requirements for shipping infectious substances by aircraft, rail, or vessel.
TestPrep 1Z0-809 Java SE 8 Programmer II	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Mentoring 100-105 Interconnecting Cisco Networking Devices Part 1 (ICND1)	SkillSoft Mentors are available to help students with their studies for exam 100-105 Interconnecting Cisco Networking Devices Part 1 (ICND1). You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2)	SkillSoft Mentors are available to help students with their studies for exam 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2). You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 200-125 Interconnecting Cisco Networking Devices (CCNA)	SkillSoft Mentors are available to help students with their studies for exam 200-125 Interconnecting Cisco Networking Devices (CCNA). You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 98-364 Database Fundamentals	SkillSoft Mentors are available to help students with their studies for exam 98-364 Database Fundamentals. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.

TestPrep Six Sigma Yellow Belt (SSYB)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Improper Business Practices in Government Contracting	Employees of organizations that conduct business with the US government must understand the rules the government has established for itself and those it contracts with. These laws and regulations aim to promote full and open competition, fairness, and honesty and to eliminate waste, fraud, and abuse. This course provides an overview of key requirements unique to government contracting. It focuses on improper business practices, including restrictions on competition, attempts to gain an unfair advantage, and making false claims. The course highlights practices that should be avoided by employees of companies that have or seek to secure government contracts or subcontracts.
Respiratory Protection Impact: Types of Respirators	The two main types of respirators are atmosphere-supplying and air-purifying respirators. These two main respirator types further group various types of respirators. In this Respiratory Protection Impact, you will learn about different types of respirators, their features, uses, and precautions to be followed while using them.
Respiratory Protection Impact: Limitations of Respirators	Employers should identify and evaluate hazards in the workplace and accordingly choose a respirator because respirators have limitations. In this impact, you will learn about the considerations for selecting respirators and the limitations of respirators.
Respiratory Protection Impact: Respirator Selection	To avoid the physical hazards of breathing contaminated air, workers should choose respirators appropriate for their tasks. In this Respirator Selection impact, you will learn the several factors to consider when selecting a respirator.
Respiratory Protection Impact: Donning and Doffing	The steps to don and doff a respirator can vary depending on the type of respirator. In this Respiratory Protection impact, you will learn about the procedures to don and doff a respirator and the precautions to be followed while doing so.
Respiratory Protection Impact: Maintenance and Storage	Workers need to maintain and store their respirators properly to ensure that the respirators remain reliable and efficient when needed. In this Respiratory Protection impact, you will learn the best practices for maintenance and storage.
Ladder Safety Impact: Safe Work Practices	Using ladders can pose certain risks for injury. Workers must follow certain safe practices such as securing the ladder properly or maintaining their balance when climbing. The different construction materials used to make these ladders also play a role in the safety of the ladder user. In this Ladder Safety Impact series, John Knopf talks about safe work practices.
Ladder Safety Impact: Fixed Ladder Use, Capacity, and Safety	A fixed ladder is permanently affixed to a structure, a building, or equipment and requires routine servicing and maintenance. In this Ladder Safety impact, you will learn how fixed ladders provide stability, safety, and ease of access.
Ladder Safety Impact: Transportation and Storage	Handling movable ladders can be a hazardous task leading to injuries and fatalities in the workplace. In this Ladder Safety impact, you will learn the basic safety practices for carrying, transporting, and storing movable ladders.
Ladder Safety Impact: Care and Maintenance	When using ladders, workers need to check and maintain these climbing aids regularly to avoid ladder collapse and worker injury. In this Ladder Safety impact, you will learn the common methods to care for and maintain ladders in the workplace.
Personal Protective Equipment Impact: Responsibilities	Employees working on hazardous tasks or in hazardous situations need to wear protective equipment in order to protect themselves from workplace hazards. In this impact, you will learn about the responsibilities shared between an employer and an employee with regards to personal protective equipment, also known as PPE.
Personal Protective Equipment Impact: Inspecting PPE	Personal protective equipment (PPE) should be inspected before each use to prevent serious injuries and fatalities in the workplace. In this Personal Protective Equipment impact, you will learn the best practices for inspecting the PPE before wearing it and for handling damaged PPE.
Generic Database Fundamentals: Architecture and Normalization Concepts	A database is used by organizations to store their data, and allow their employees to access, update, and manage it. Organizations use a Database Management System, also known as a DBMS to control, store, organization and retrieve that data for the users through end-user applications. There are multiple types of database, such as flat-file, network, and hierarchical. The most widely used database is the relational database, which is based on a mathematical theory. This course discusses what database and DBMSs are, the different database models and the database architectures. It also discusses what relational databases are, its components, and how relational databases were identified by Dr. Edgar Codd, including the 12 rules that were identified that a database should adhere to be considered relational.
Generic Database Fundamentals: Relation Algebra, SQL, and Concurrency Concepts	Database Management Systems, DBMSs, are used to control, maintain, and use a relational database where the data is stored. A relational database consists of the data records, files, and database objects. An important part of each organization is allowing users to gain access to the data for them to view and manipulated if required. In order for users to do this query languages are used which enable users to write queries and send them to the database to retrieve the appropriate data and return it to them. Queries can also be written to manipulate the data by updating, deleting or inserting it to the database. The Structured Query Language, known as SQL or SEQUEL, is the main query language used by most DBMSs, this is based on relational algebra and relational calculus which was developed by Dr. Edgar Codd for his theory for the relational database. This course discusses the relational algebra operations and relational calculus for a relational database, how to use SQL to manage data in a relational database, and how transactions and concurrency control are used to ensure data integrity and data consistency. It also discusses how security is implemented in a relational database to keep the data secure.
Affirmative Action for Federal Contractors	Companies with federal contracts or subcontracts have obligations to ensure that their employment-related activities comply with affirmative action laws and regulations. This course provides an overview of required practices that help contractors and subcontractors meet affirmative action obligations, including creating affirmative action plans.
Working with Chef Analytics	The demand for IT personnel having an in-depth knowledge of Chef and Chef Analytics is increasing day by day. Chef Analytics is a configuration management automation tool used for auditing changes on a Chef Server. In this course, you will learn the basics of Chef Analytics as well as its installation, configuration, and setting up simple alerts and notifications.
Docker Configuration and Management	Since the demand for IT personnel having an in-depth knowledge of Docker is exploding, a detailed understanding of the configuration and management of Docker has become a fundamental requirement for a skilled DevOps developer. This course will teach you the configuration and management techniques of Docker while covering some advanced topics, such as managing images, working with the Dockerfile, volumes, and networking.
Working with Docker Machine, Security, and APIs	Security is an important aspect of an open-source platform; therefore, an in-depth knowledge of Docker security is a must-have for an application developer. In this course, you will learn to work with the Docker Trusted Registry, use the Docker machine, and set up Docker security. You will also learn about the various Docker applications and services.
Intermediate Jenkins Considerations	Since the demand for IT personnel having an in-depth knowledge of continuous integration is increasing, knowing the advanced features of Jenkins is an essential requirement for skilled developers and operations managers. In this course, you will learn the intermediate and advanced features of Jenkins as well as Jenkins configuration. This course will also demonstrate advanced Jenkins builds, how to perform testing in Jenkins, and Jenkins security.
Building and Administering Complex Jenkins Projects	Since continuous integration skills are so much in demand, an in-depth knowledge of Jenkins is beneficial for a skilled IT professional. In this course, you will learn the interworkings of Jenkins. This course also covers Jenkins administration, using Jenkins for Android development, and using Jenkins to manage Microsoft applications.
Working with Puppet Agent and Puppet Apply	Since the demand for IT personnel having an in-depth knowledge of Puppet is exploding, knowing the advanced features of Puppet is an essential requirement for skilled developers and operations managers. In this course, you will learn the intermediate and advanced operations of Puppet as well as Puppet administration. This course will also demonstrate the unique interaction between Puppet Server, Puppet Master, Puppet Agent, and Puppet Apply.
Building and Administering a Complex Puppet Installation	Since Puppet skills are so much in demand, an in-depth knowledge of its functionality is beneficial for a skilled IT professional. In this course, you will learn the interworkings of Puppet modules and resources. This course also covers security issues (certificates and SSL), Puppet reporting, virtualization, and Hiera.
Advanced Provisioning in Vagrant	The demand for IT personnel having an in-depth knowledge of automated virtual server provisioning and Vagrant is ever increasing. Vagrant is a automated virtual server provisioning tool used to create simple and complex virtual environments. In this course, you will learn advanced provisioning techniques, as well as creating custom boxes, advanced configuration, and working with HashiCorp Atlas.
Vagrant Advanced Administration	Since Vagrant is the industry leading virtual server provisioning tool, an in-depth knowledge of its advanced features is a fundamental requirement for skilled DevOps developers and operations staff. In this course, you will learn the inner workings of Vagrant, such as managing multi-machine environments and building development environments. This course also covers creating custom plug ins, using Vagrant Push, and working with Packer and Docker.
The Development of Android Applications	Android is an open source mobile application platform used in devices from cell phones to automobiles. Since Android is so popular, a basic knowledge of creating mobile applications with Android is a fundamental requirement for a skilled mobile application developer. In this course, you will learn about the Android platform and Android Studio. You will also learn the main components of an Android application, how to create an Android application, the activity life cycle, the application life cycle management, and some basic debugging skills.
Ladder Safety Impact: Ladder Selection	Ladders are categorized and selected for specific tasks depending on the varying ladder components and uses. In this Ladder Safety impact, John Knopf describes some common terms associated with ladders, the five types of ladders, and the ladder weight rating system devised for selection and safe use of ladders.
Personal Protective Equipment Impact: Types of PPE	Personal Protective Equipment, or PPE, are equipment that employees need to wear to safeguard themselves from different types of hazards in an organization. Various types of PPE offer different levels of protection for different types of hazards. In this Personal Protective Equipment Impact, you will learn about the different types of PPE.
Personal Protective Equipment Impact: Limitations of PPE	Personal Protective Equipment, or PPE, ensure the safety of the worker in hazardous working conditions. However, PPE also have their limitations ignoring which can be dangerous. In this impact, you will learn about the limitations of PPE and factors to consider when selecting PPE.
Personal Protective Equipment Impact: Donning and Doffing PPE	Wearing personal protective equipment, also known as PPE, at the workplace protects the workers in hazardous situations. However, if PPE are not donned or doffed correctly, it can lead to dangerous consequences. In this impact, you will learn about the procedures related to donning and doffing PPE.
Personal Protective Equipment Impact: Maintenance and Storage	Workers need to clean, maintain, and store their personal protective equipment (PPE) properly as per the manufacturer's recommendations to ensure that the equipment remains reliable and efficient when they need it. In this Personal Protective Equipment impact, you will learn some best practices for maintenance and storage of personal protective equipment.
Electrical Safety Impact: Basic Rules of Electricity	When working with electric tools or circuits, workers may face serious injuries and fatalities if they are not aware of how electricity works and if they are not trained for their tasks. In this Electrical Safety impact, you will learn the basic rules for working with electricity.
Electrical Safety Impact: Common Injuries	Electrical shock is a serious workplace hazard that can cause burns, deaths, fires, and explosions. In this Electrical Safety hazard, Leo Old explains the cause of an electrical shock, the factors that determine the severity of the shock injury, the effects of an electrical shock, and the recommended steps to be taken in the occurrence of an electrical shock.
Electrical Safety Impact: Electrical Fires	Electricity is a common cause of fires and could result in electrical fires. In this impact, you will learn about electrical fires and its causes, the different types of fire extinguishers used on such fires, and some other types of required responses to extinguish electrical fires.
Electrical Safety Impact: Common Hazards	Electrical equipment can be hazardous when workers do not understand the seriousness of the hazards and do not follow safe work practices. In this Electrical Safety impact, Leo Old explains the common hazards associated with damaged extension cords, damaged power tools, and exposed wiring, and the safe practices to control these hazards.
Electrical Safety Impact: Methods to Reduce or Eliminate Hazards	Controlling electrical hazards helps reduce the risk of serious injury or death. Electrical hazards can be controlled by creating a safe work environment and using safe work practices. In this impact, Leo Old describes the methods to reduce or eliminate hazards.
Electrical Safety Impact: Overhead and Underground Power Lines	Workers need to be very careful when working with overhead and underground power lines as these lines pose serious electrical hazards if not handled properly. In this impact, you will learn about the dangers associated with overhead and underground power lines and precautions to be taken when working with them.
Indoor Hoisting and Rigging Impact: Indoor Crane Hazards	Indoor cranes are used to lift and transport heavy loads in a workplace. In this Indoor Hoisting and Rigging impact, John Knopf describes the hazards of improper use of indoor cranes, the primary causes for indoor crane incidents, and the six elements of a crane safety program.
Indoor Hoisting and Rigging Impact: Safe Crane Operation	Cranes, which help in easy lifting and transportation of heavy objects, can cause serious injuries and death if personnel do not follow proper safety measures. In this Indoor Hoisting and Rigging impact, John Knopf describes the best practices for safe crane operations.
Indoor Hoisting and Rigging Impact: Standard Practices for Signalers	The role of a signaler is critical in hoisting and rigging operations. It is important for the signaler and the crane operator to have mutual trust and good knowledge of multiple communication formats used in crane operations. In this impact, John Knopf talks about standard practices to be followed by signalers for safe crane operations.
Adobe Edge Animate CC: Transitions, Symbols, and Synchronizing Motion	Timing is critical when creating animation transitions. This course examines transitions and ways to modify them. In addition, it covers how to create a set of self-contained behaviors, timelines, and graphics, called symbols. The course also touches on synchronizing animation elements. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Creating a Task-Based Schedule in Microsoft Project 2013	Knowing how to create and work with a task-based project schedule is at the heart of managing a project successfully using Project 2013. In this course, you will learn how to set up project information, create and organize project tasks, and determine how tasks are scheduled. You'll also learn how to manage resources and resolve scheduling conflicts across multiple projects. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).
Managing Resources and Assignments in Microsoft Project 2013	Microsoft Project 2013 simplifies project resource management, helping ensure optimal resource use. In this course, you will learn how to enter and edit resource information, create assignments, and manage resource allocation in Project 2013. You'll also learn how to model project resource costs. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).
Tracking and Analyzing Projects Using Microsoft Project 2013	Effective project management relies on careful tracking and management of a project's progress as the project progresses. In this course, you will learn how to use Microsoft Project 2013 to create baselines, update actual progress, and compare progress against the baselines. You'll also learn how to resolve potential scheduling problems and display critical path information for a project. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).
Communicating Project Information Using Microsoft Project 2013	Microsoft Project 2013 provides an extensive range of options for viewing and sharing project data. In this course, you will learn how to customize your view of a project, how to work with project data in other applications, and how to share and print project data. You'll also learn how to create custom project reports and dashboards, and about applications you can use to extend the built-in capabilities of Project 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).
Forklift Safety Impact: Load Center	Load center is the horizontal distance expressed in inches between the load backrest and the center of gravity for the load. In this impact, John Knopf describes the load center, the load's center of gravity, the factors that affect the center of gravity, and the factors that influence the forklift's weight capacity.

Course	Description
Forklift Safety Impact: Capacity	For safe forklift operations, operators need to check the forklift's capacity specified on the manufacturer's data plate. In this impact, John Knopf describes the capacity specifications found on the data plate, the stability triangle, and how the forklift's capacity is affected when the load center extends past the maximum rated load center.
Forklift Safety Impact: Walk-around Inspection	Before operating a sit-down LP powered forklift, the operator should conduct a thorough walk-around inspection of the forklift to avoid incidents. In this impact, John Knopf describes the forklift parts to be checked during a walk-around inspection.
Forklift Safety Impact: Safe Operation and Work Practices	Forklift operations can be hazardous when workers do not understand the seriousness of hazards and do not follow safe work practices. In this impact series, John Knopf talks about safe work practices for safe forklift operations, such as picking up and moving a load safely, taking certain actions to avoid tipping over of a forklift, taking into account certain things in the event of a tip over, and following additional safe work practices to minimize hazards.
Forklift Safety Impact: Loading and Unloading Principles	Operating a forklift to load and unload a truck trailer can be a hazardous task that may result in serious injuries and fatalities. In this impact, John Knopf describes the basic safety precautions for loading and unloading trailers and the best practices to be followed when parking a forklift.
Forklift Safety Impact: Refueling and Recharging	Forklifts, which are used to lift and move objects in a workplace, need to be maintained regularly to prevent serious injuries and fatalities. In this Forklift Safety impact, John Knopf describes the common types of forklifts, the proper procedures for refueling a forklift and recharging its battery, and the safety precautions recommended for refueling and recharging.
Ladder Safety Impact: Ladder Setup and The 4:1 Rule	Ladders need to be positioned properly before use so that a fall can be avoided. The 4:1 rule is designed to ensure that a ladder is secure when resting against a supporting surface. Methods such as tying off the ladder or using a spotter can be employed to prevent the movement of the ladder when in use. In this impact, John Knopf talks about ladder setup and the 4:1 rule.
Indoor Hoisting and Rigging Impact: Crane and Hoist Inspections	To ensure safe operations during indoor hoisting and rigging, proper equipment such as hoists and cranes should be used and maintained through timely inspections. In this impact, John Knopf describes the crane and hoist inspections.
Indoor Hoisting and Rigging Impact: Load Handling	Workers need to lift and transport loads carefully after choosing their hoisting and rigging devices based on the load size and weight. In this impact, John Knopf describes the common methods to ensure load centering and the factors that affect sling load limits.
Indoor Hoisting and Rigging Impact: Sling Types and Inspections	Hoisting can be hazardous when workers do not inspect different types of slings before hoisting operations. In this impact series, John Knopf talks about four primary types of slings, basic terminology used in sling rigging and inspections, and the inspection processes to be used for these types of slings.
Forklift Safety Impact: Sit-down Inspection	Forklift operations can be hazardous when workers do not perform the sit-down inspection properly before using it. The workers should not exceed the predetermined capacity of a forklift that can result in equipment damage, equipment failure, or an injury to employees. The sit-down inspection for a forklift is performed by sitting inside a forklift. During this inspection, each part of the forklift is tested to see if it functions properly. In this impact, John Knopf talks about the key points of sit-down inspection of a forklift.
TestPrep 100-105 Interconnecting Cisco Networking Devices Part 1 (ICND1)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Configuring Azure Websites	Domain #1 of the Microsoft 70-532 certification examination sets out to test the candidate's skills with respect to website (Web App) design and implementation. This course covers the first three skills-measured objectives, and, by way of discussion and demonstration, will support candidates studying for and preparing to take the 70-532 examination.
C++ Classes and Object-oriented Programming	C++ is a general purpose, object-oriented programming language with the C language as its core. In this course, you'll explore the basics of creating custom classes and object-oriented programming in C++. It is one in a series of courses that prepares learners for the C++ Institute Certified Associate Programmer certification.
Laboratory Safety Impact: Laboratory Safety Requirements	Employees working in labs are required to have chemical hygiene plan and training information. In this impact, Dr. Ava C. Dykes talks about the laboratory safety standards to be followed at workplace.
Laboratory Safety Impact: Hazardous Waste Accumulation and Disposal	Hazardous waste is any waste that is ignitable, corrosive, reactive, or toxic. In this impact, Ava C. Dykes explains the best practices for accumulation and disposal of liquid and solid hazardous wastes, and the methods to dispose unidentified hazardous waste.
Laboratory Safety Impact: Safety Guidelines and Procedures	A laboratory contains various equipment, hazardous chemicals, and contaminants that can pose a risk to the safety of lab workers. Therefore, the employer and the workers need to adopt certain measures to ensure their safety. In this impact, Dr Ava Dykes explains the safety guidelines and procedures concerned with the laboratory.
Laboratory Safety Impact: Preventing Fire and Burn Hazards	Workers must be careful when working with flames in a laboratory setting. Hot plates and heating blocks are a burn hazard, but they can also cause a fire if combustible material comes in contact with them. In this impact, Dr. Ava C. Dykes talks about fire and burn hazards in the laboratory.
Laboratory Safety Impact: Safety Data Sheets and Chemical Storage	When working in a lab, employees should use safety data sheets, or SDSs, to learn the potential hazards associated with chemicals and the best practices to protect against those hazards. In this impact, Dr. Ava Dykes describes the details to be provided in an SDS and hazardous chemical labels and the general recommendations for chemical storage.
Infectious Disease Impact: An Overview of Infectious Diseases	Infectious diseases kill more people in the world than any other single cause. These diseases are caused by microorganisms and spread through different types of contacts. Drugs can be used to prevent infections but some microorganisms have developed drug resistance. However, by implementing some simple steps, you can protect yourself from infectious diseases. In this impact series, Dr. Ava Dykes talks about an overview of infectious diseases.
Infectious Disease Impact: Measles and Norovirus	Measles and Norovirus are highly contagious viruses. In this impact, Dr. Ava C. Dykes talks about the ways in which the two viruses are contracted, their symptoms, prevention, and treatment.
Infectious Disease Impact: Ebola and	Ebola and smallpox are contagious diseases with high fatality rate. In this impact, Dr. Ava Dykes talks about the ways in which the two diseases are contracted, their symptoms, prevention, and treatment.
Infectious Disease Impact: MRSA and Meningococcal Disease	Methicillin-resistant Staphylococcus aureus, or MRSA is a bacterium that causes infections in humans. MRSA infection usually takes the form of a skin infection or infection of soft tissues. Meningococcal disease refers to a group of diseases caused by the bacteria Neisseria meningitidis commonly referred to as just meningococcus. Meningococcus can cause bacterial meningitis, inflammation of the brain or spinal cord, and sometimes pneumonia. In this impact series, Dr. Ava Dykes talks about MRSA and meningococcal disease.
Infectious Diseases Impact: Legionnaires' Disease and Anthrax	Legionnaires' disease and anthrax are two serious infectious diseases. In this impact, Ava C. Dykes describes the ways in which these two diseases are contracted, their signs and symptoms, and the four types of anthrax.
Infectious Disease Impact: Zika Virus	The Zika virus is a dangerous virus that is transmitted to people primarily through the bite of an infected mosquito. It can causes illness with mild symptoms but can also cause a range of birth defects during pregnancy. It is difficult to diagnose Zika as the signs and symptoms vary. Since there is no vaccine for the Zika virus, prevention is best method to stay healthy. In this impact series, Dr. Ava Dykes talks about the Zika virus.
Bloodborne Pathogens Impact: Modes of Transmission	Bloodborne pathogens are germs that can cause harmful and deadly diseases such as HIV AIDS and Hepatitis. In this impact, Dr Ava Dykes talks about the modes of transmission for bloodborne pathogens.
Bloodborne Pathogens Impact: Controls That Reduce or Eliminate Transmission	Standard precautions are taken to prevent bloodborne pathogen transmission. This is done by treating all potentially infectious material as infectious. Engineering controls and work practice controls are used to make the work environment safe and to avoid any injuries. In this impact, Dr. Ava Dykes talks about controls that reduce or eliminate transmission.
Bloodborne Pathogens Impact: Proper Use and Handling of PPE	PPE, or Personal Protective Equipment is used to protect areas of your body that could be contaminated when you are near infectious material. In this impact, Dr. Ava Dykes talks about the effective use and handling of PPE in the workplace.
Bloodborne Pathogens Impact: Decontamination Procedures	Employees who come into contact with blood in the workplace may get infected by bloodborne pathogens. In this impact, Ava C. Dykes explains the best practices to prepare for a spill involving bloodborne pathogens, the general guidelines for cleaning a biohazardous spill, and the common methods to dispose the biohazardous waste collected from a spill cleanup.
Bloodborne Pathogens Impact: Measures to Take for Skin or Eye Exposures	Bloodborne pathogens pose a risk of a systemic infection. Therefore, it is important to know what to do if your skin or eyes are exposed to bloodborne pathogens. In this impact, Dr Ava Dykes talks about the measures to take for skin or eye exposures.
Bloodborne Pathogens Impact: Procedures to Follow if an Exposure Occurs	Employers should have an exposure control plan in place if there is an accidental exposure. In this impact, Dr. Ava C. Dykes talks about the procedure to follow if any employee is involved in a bloodborne pathogen exposure incident.
Adobe Edge Animate CC: Creating and Animating Artwork	Setting and customizing stage elements is a vital skill in order to produce animations productively in Edge Animate. This course focuses on controlling elements on the stage, modifying properties, and drawing using the Transform tool. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Adobe Edge Animate CC: Importing Artwork, Text Animation and Typeface	Recognizing file formats when importing artwork requires basic understanding. More advanced customizations such as importing artwork, font properties, and HTML tags are also included in this course. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Adobe Edge Animate CC: Publishing Compositions	Compositions are designed in Adobe Edge Animate but the final product requires viewing in a web browser. With a multitude of browsers and devices in use today, it's not possible to be fully in control of a user's viewing experience. This course covers how to control the output of a composition so that the output satisfies end-user viewing. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Create and Manage Azure Virtual Machines (VMs)	Domain #2 of the Microsoft 70-532 certification examination sets out to test the candidate's skills with respect to the creation and management of Azure virtual machines. This course covers the first three skills-measured objectives for this domain and by way of discussion and demonstration will support candidates studying for and preparing to take the 70-532 examination.
Configure Azure VM Networking, Storage, Scaling, and Monitoring	Domain #2 of the Microsoft 70-532 certification examination sets out to test the candidate's skills with respect to the creation and management of Azure Virtual Machines. This course covers objectives 4, 5, and 6 of this domain, and, by way of discussion and demonstration, will support candidates studying for and preparing to take the 70-532 examination.
The Essentials for Anger Management	Anger is a normal, and even healthy emotion, rooted in the instinct for self-preservation. However, if it's not managed properly, this powerful emotion can be very destructive. It's important to find healthy ways of owning and expressing your anger. In this course, you'll explore how to manage your anger through emotional and intellectual responses, and how to respond properly to anger directed at you. You'll also explore the nature of anger including its root causes and ways to use it positively in the workplace.
Generic Design and Modeling Databases: Concepts and Conceptual Design	Database design is an important process for creating databases. In any organization, the process sets the foundation for good database implementation and ensures that everything required for the business is provided. It also ensures that the database will perform as expected for the users. In this course, you will learn how to design a database, including what database modeling and the design life cycle are. You will also learn how to meet the requirements for a database, how to analyze it, and how to work through the conceptual design phase.
Generic Design and Modeling Databases: Logical and Physical Design	This course covers how to complete a logical database design and how to implement the physical database. After the requirements are gathered from the organization and the conceptual ERD has been approved, you will learn that the logical design model consists of taking the conceptual diagram and converting it to represent the logical implementation of the database. In this course, you will learn about identifying the entities, attributes, and the relationships that will exist and about normalizing the database to remove redundant information. You will also learn about creating tables, choosing columns and their specifications, and determining indexes and views.
Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors	Microsoft Excel 2016 makes ensuring Workbooks are accessible to all who need to use them very easy. This course covers using the accessibility checker to identify accessibility issues, altering the tab order, and making sure a workbook is modified appropriately for use in other jurisdictions. This course also covers transforming data and checking your work for errors.
Forging Ahead with Perseverance and Resilience	If you choose to persevere, it's typically because you have a purpose, a goal, an intention â€" even a dream. While it's commendable to build perseverance and resiliency proactively, the more typical application is 'in the face' of something you are trying to achieve or have been called to do. In this course, you'll learn what it takes to persevere, including the qualities and people it takes to support and sustain perseverance. You'll also learn to recognize resiliency and use it to improve your perseverance. Finally, you'll explore actions to help you build your balance, sharpen your focus, and regain resilience that helps you persevere when faced with setbacks.
Reaching Goals Using Perseverance and Resilience	You will have a hard time persevering without incorporating the benefits of trust and resilience into your efforts. Trusting yourself, trusting others, and having others trust you helps you build confidence, stay open-minded, and remove obstacles. Being resilient and able to get back up when you are knocked down helps you take the next step, continue on the planned course, and do so without harm to yourself or others. In this course, you will learn about earning trust and assessing your circle of trusted people, as well as developing resilience, and what to do to regain trust and rebuild resilience.
Becoming Your Own Best Boss	Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. Self-empowerment is the process of taking responsibility for your attitudes, behaviors, and actions at work to maximize your effectiveness. As an empowered employee, you will be driven by ownership, initiative, and performance. This course focuses on attitudes and behaviors that promote self-empowerment. It provides strategies for empowering yourself through self-coaching, approaches for developing an entrepreneurial mind-set, and an opportunity to apply a model for self-empowerment to enhance your performance. Applying these approaches will help you become a self-empowered contributor in your organization.
Windows Store Applications and Databases	Creating applications for multiple types of devices is now commonplace and most applications today require access to a datastore for saving, modifying, and retrieving information. In this course, you will learn the fundamentals of Windows Store applications for creating apps for multiple devices. Focus is centered on planning and designing the app, as well as how gestures operate in Windows Store apps. In addition, this course also covers the basics of console-based applications and Windows Services, and the benefits of these types of applications. Finally, you will learn database fundamentals including various types of databases available, basics of RDBM systems, entity relationship diagrams, normalization, structured query language, and stored procedures. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft certification exam Software Development Fundamentals (Exam 98-361), part of the Microsoft Technology Associate (MTA) certification track.
Adobe Edge Animate CC: Interactive Compositions	The World Wide Web is interactive, which allows the use of special features in Edge Animate to develop animation easily for publishing. Edge Animate converts projects into JavaScript code automatically but some customization is necessary for more complex actions. This course covers interactivity within Adobe Edge Animate CC and introduces terminology surrounding triggers, events, and actions, with an emphasis on learning about code structure in JavaScript. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Difficult People: Can't Change Them, so Change Yourself	It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice, and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some period of time â€" you're better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed. Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people).

Course	Description
Difficult People: Strategies to Keep Everyone Working Together	While it's best to get personally fit for dealing with difficult people — that is, managing your own emotions and using self-management techniques, there are interpersonal strategies and skills you need when you engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.
Apache Storm Introduction — Architecture and Installation	Apache Storm is a fast and scalable open source distribution system that drives real-time computations. Storm makes it easy to reliably process unbounded streams of data, doing for real-time processing what Hadoop did for batch processing. Storm is simple, can be used with any programming language, and is a lot of fun. This course will introduce Storm providing an in depth approach to the concepts and how Apache Storm ticks. Apache Storm can integrate with many other products and this course will introduce you to ZooKeeper along with the Storm Trident Architecture and how they are used with Storm model.
Workplace Harassment Prevention for Frontline Supervisors	Typically, when people hear the term workplace harassment, they think of sexual harassment. But that is just one of the many forms workplace harassment may take. Unlawful harassment is any form of unwanted or unsolicited behavior directed at an individual or group of individuals by another employee or superior on the basis of a protected characteristic as outlined by various anti-discrimination laws (Title VII of the Civil Rights Act, the Americans with Disabilities Act, and the Age Discrimination in Employment Act). These protected characteristics include race, color, national origin, religion, gender, disability, and age. This course will review the characteristics of various forms of harassment and discuss what supervisors can do to discourage harassing behavior of any type in their own work groups by their employees or themselves.
Workplace Security	Employers must do what they reasonably can to ensure a safe and secure work environment. However, it is also the responsibility of every employee to be vigilant about security. This course covers ways employees can help reduce risks associated with physical security. It presents guidelines for controlling access to work areas and describes how to keep laptops, mobile devices, and other equipment secure, avoiding potential theft of such items. The course also covers general practices for ensuring physical safety, particularly for those who work alone.
Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms	Using Power Pivot in Microsoft Excel 2016, you can pull together huge amounts of data from different sources and analyze it. In this course, you will learn how to use Power Pivot, which was formerly an add-in and is now a feature of Excel 2016. This course also covers the creation of custom and conditional formatting and filters, as well as custom fills.
Operations Management Functions and Strategies	Operations management is critical for the success of any organization. It involves designing, planning, directing, and controlling all the activities that transform resources into goods or services. In this course, you'll learn about the key functions of operations management. You'll be introduced to the general characteristics of operations in the manufacturing and service sectors, as well as common operations strategies. You'll also learn about a process for formulating organizational strategy, and about the main types of transformations that organizations perform.
Strategic Product and Service Management	To succeed in competitive markets, all organizations need to plan and manage their products and services strategically. Much of the responsibility for doing this lies with operations managers. In this course, you'll learn the basics of product and service management. You'll be introduced to the stages of the product life cycle and the types of actions required at each stage. You'll also learn about a process and best practices for new product or service development. Finally, you'll learn about strategies for managing existing and mature products and services.
Supply Chain Management Basics: Cutting Costs and Optimizing Delivery	Supply chain management, which is an integral part of operations management, is essential for both manufacturing and service organizations. It involves coordinating all the operations involved in designing, making, and delivering products or services to customers in order to manage costs and meet customer demands as efficiently as possible. In the course, you'll learn about the main components of a supply chain, the key objectives and drivers of supply chain management, and the characteristics of supply chain management in service organizations. You'll also learn how to select and combine appropriate supply chain management strategies, and how to measure their efficiency by considering certain key performance areas.
Taking Stock of Your Work/Life Balance	Do you fill your life with many activities and then find it's tricky getting a good balance between them? Getting the balance right can provide you with tremendous payback, but where does this balance lie? You want to feel fulfilled and in harmony with yourself and your world. You know finding a balance is good for you, and also impacts positively on your family, friends, and coworkers. This course highlights techniques you can use to analyze your current level of balance between work and life responsibilities. It covers ways to assess your current work/life balance and overcome internal and external obstacles to achieving balance. Only through properly understanding where you are, in relation to where you want to be, can you begin to construct a map that will take you to your objective of a balanced, fulfilled life.
Avoid Procrastination by Getting Organized Instead	The last time you were faced with a list of tasks, which one did you do first? Was it the most difficult? Was it a random choice, or did you choose the easiest task first? The latter points toward procrastination — a habit that causes urgent and difficult tasks to pile up as you avoid them. Procrastinators typically focus on the reasons not to do something, rather than just doing it. Don't think about working more hours, think about working better hours. Use your time to get organized and avoid procrastination. In this course, you'll discover some tips to become more organized and combat time wasters. You'll learn about the causes of procrastination, and the ways to develop your self-discipline. You'll also learn how to set your priorities and know when to say yes to a new task and when to say no.
Achieve Productivity in Your Personal Life	A busy personal life has a direct correlation to your productivity level at your job. Get control of your tasks at home and that will help your productivity level at work, making you better able to stick to schedules and meet deadlines by reducing the stress and distractions that come from trying to juggle home and work at the same time. In this course, you'll explore some tips for getting yourself and your family out the door in the morning, as well as managing areas of your life such as personal appointments, personal organization, parental responsibilities, and your personal health and well-being.
Developing Windows and Web Applications	Software development for both Windows applications and Web applications is one of the most common tasks developers and programmers are involved with. Learning the fundamental skills needed to create these applications is vital to your success as a developer or programmer, as well as to the success of the final product. In this course, you will learn the basics of Windows Forms applications including creating tabbed pages, opening and saving files, and creating drop-down menus and toolbars. In addition, you will learn how to create a Web browser client and a Windows application. Finally, you will learn the fundamentals of Web development and ASP.NET, including working with cascading style sheets, inline styles, web services, and the basics of SOAP and WSDL. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft certification exam Software Development Fundamentals (Exam 98-361), part of the Microsoft Technology Associate (MTA) certification track.
Leading Your Team through Change	Change is not an event; it is a process. It's important to recognize that your role is to support individuals through the transition and remove obstacles that can hinder a smooth transition from one process to another. In this course, you'll learn about types of resistance and obstacles to change and how to overcome them. You'll also learn about how to overcome barriers to introducing change at your organization. Finally, you'll learn effective approaches for communicating change.
Positive Atmosphere: Establishing a Positive Work Environment	A positive workplace is paramount to your organization's long-term success. As a manager, you play a key role in establishing and maintaining good morale in your work environment, and noticing when negativity takes the place of positivity. As a leader, you can foster a positive environment by communicating honestly, respecting and supporting others, and maintaining a good attitude. This course will introduce you to best practices for creating a positive work environment. You'll learn the benefits of establishing a positive environment, its characteristics, and concrete steps to create one. You'll also explore how to recognize the signs and impact of negativity, and how to take corrective action if necessary.
Positive Atmosphere: How Organizational Learning Drives Positive Change	If your organization develops a positive learning culture, it will not only weather difficult times better than most, but will flourish in an ultracompetitive global market. A positive learning culture motivates and energizes your employees to focus on your organization's strategic objectives. In creating a learning culture, you, as a leader, need to ensure that employees at all levels have a positive attitude toward learning. In this course, you will be introduced to organizational learning and its benefits to your organization. It examines the role of training, knowledge management, and technology in facilitating organizational learning, and stresses the pivotal role of the learning culture. By exploring the essential elements and indicators of a pro-learning culture, the course prepares you to assess your current workplace and determine how conducive it is to learning. Developing positive organizational learning will increase your competitiveness and create more satisfied, goal-oriented employees — which leads to a more profitable organization.
Developing a Plan to Further Your Career	The whole notion of what a career is has changed. You are now responsible for making your own career choices, and it's not always clear which way offers the straightest path toward your goal. This course guides you through the process of taking inventory of your values, interests, skills, and needs. Then based on these findings, you can determine your strengths. This course also provides tips on how to deal with any weaknesses that are holding you back. You will also learn how to develop and implement your action plan to further your career.
Getting Your Career on the Right Track	Exploring your career options is an important part of staying on the right track. If you know where you want to go, you can take the steps to reach your goals. This course discusses the options available when you're trying to get your career on the right track. You'll discover how to make successful in-house job changes, as well as how to make lateral moves in the same company. You'll find out about approaches for creating and implementing an effective promotion plan, and learn the best ways to ask for assignments that will move your career forward. You'll also discover ways you can successfully move on to a different employer if you've exhausted all your options at your current place of work.
Managing Pressure and Stress to Optimize Your Performance	Meeting the challenge of high-pressure situations is a different experience for everyone. You won't always be able to control the external events that lead to pressure, but you can control your reaction, develop a solution, and implement it. In this course, you'll learn about the triggers of stress and how stress can affect you physically, mentally, and emotionally. You'll explore mechanisms for handling pressure and stress in the workplace in order to optimize performance. You'll also learn the ways in which people who possess different work-style types deal with pressure, and finally, you'll learn how to deal with stressed colleagues.
Adobe Edge Animate CC: Working with Video and Audio	HTML5 video provides a completely different way of creating web video. No longer requiring plug-ins in order to play audio or video is a benefit of using Edge Animate. This course looks at how to satisfy multiple browsers when using HTML5 and the different media types that are required for web video and audio. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.
Google Cloud SQL for Developers: Instance Management in the Developers Console	Google Cloud SQL allows developers to quickly create and manage instances of MySQL. It offers various tools for completing the tasks required to create and maintain the Cloud SQL environments as well as to create and deploy applications that store data in Cloud SQL. In this course, you will learn what Cloud SQL offers and how to use the Google Developers Console to create and manage Cloud SQL instances. This course is one of a series in the Skillsoft learning path that covers the objectives for the Google Cloud SQL Qualification exam CPE303.
VMware VCA: Cloud Overview	Cloud computing is the hot technology for the 21st century and underpins the compute infrastructure we all use daily. In this course, you will learn the basics of cloud computing, from principles to implementations, and begin to look at ways that VMware products tackle the challenges of cloud. This course is one of a series of Skillsoft courses that covers the objectives for the VMware certification exam, VMware Certified Associate 6 — Cloud Management and Automation Fundamentals.
VMware VCA: vRealize Automation and vRealize Operations Manager	VMware vRealize Automation, formerly vCloud Automation Center, achieves many of the objectives and promises of cloud computing through automation and associated efficiencies. The vRealize Operations Manager, formerly vCenter Operations Manager, intelligently and proactively monitors heterogeneous physical and virtual environments and ultimately frees up IT support staff for higher value work and projects. In this course, you will learn about the features, functionality, and use cases of vRealize Automation and vRealize Operations Manager. This course is one of a series of Skillsoft courses that covers the objectives for the VMware certification exam, VMware Certified Associate 6 — Cloud Management and Automation Fundamentals.
VMware VCA: vCloud Connector and vSphere	VMware vCloud Connector enables heterogeneous hybrid public and private clouds by linking your private cloud datacenter to public clouds such as vCloud Air. VMware vSphere is the all-encompassing virtualization product from VMware and is crucial to the VMware cloud vision. In this course, you will learn about the features, functionality, and use cases for vCloud Connector and vSphere. This course is one of a series of Skillsoft courses that covers the objectives for the VMware certification exam, VMware Certified Associate 6 — Cloud Management and Automation Fundamentals.
VMware NSX Network Virtualization: NSX Operations	Ongoing operational tasks are as important for virtual network administrators, even if the required tasks are not entirely the same. This course covers identity and access issues, such as roles and permissions. It goes on to cover automation using REST APIs. Finally it covers monitoring, logging, and troubleshooting issues you may encounter in a VMware NSX environment. This course is one of a series of Skillsoft courses that cover the objectives for VMware certification exam VCA-NV: VMware Certified Professional — Network Virtualization.
Personal Power and Credibility	Authority carries a certain type of power — typically position power. A person is granted the power and authority to meet goals and get results through a responsible job definition and accountability. The police officer that cites you for speeding. The financial manager that calls for an audit. The company manager that decides how to allocate the budget. People may comply, rebel, resist, or gripe about those in authority, but there is a reason and purpose for such positional power. On the other hand, most of the results that get accomplished in organizations come from the use of personal power and not solely reliant on direct authority. This is especially true in our work environments today, where information sources and networking contacts are accessible to all as means to results. But ultimately it comes down to personal credibility, influence, and political savvy. This course focuses on the power that comes with being credible and trustworthy.
Influence Others with Political Savvy	When dealing with power and influence you will inevitably have to navigate political waters. Most everyone knows that 'politics' are a reality in organizations and even if you dislike them, you cannot eliminate them. Just think about those who have position power — chances are they got there not just through their individual know-how, but because they know who's who, how to appeal to them, and how to build coalitions of power and influence. This course addresses what it takes to use political savvy as an aid to influencing without direct authority.
Apache Storm Introduction - API and Topology	Storm makes it easy to stream massive amounts of unbounded streams of data while providing a fault-tolerant system. This system accompanied with other integrations can take any business to the next level. In this course, you will be introduced to Trident and its relationship to Storm, along with its integration. Many other integrations will be explored including Hadoop, Kafka, JMX, Ganglia, and even automation using Puppet as well as monitoring and analytics tools. In this course, you will also learn how to deploy the Storm architecture.
Optimizing Operations Using Demand Forecasting and Capacity Management	How do companies cope with changes in demand for their goods and services? If demand falls below supply, profits shrink — and if demand exceeds supply, dissatisfied customers could take their business elsewhere. Demand forecasting and capacity management help operations managers negotiate the challenges of balancing supply and demand. This course will give you important foundational knowledge of both demand forecasting and capacity management. It discusses the key characteristics of various demand patterns, describes a process and various methods for forecasting demand, and covers basic strategies for managing an organization's capacity.
Planning for and Deploying Mailbox Servers	The first and most crucial step in ensuring a successful implementation is the planning and deployment. Learn what you need to know to get that right the first time. In this course, you'll learn about installation requirements and deployment scenarios including cloud-based and hybrid deployments. Additionally, the most critical failure domain in exchange is the Mailbox Server. Learn the details of the native automatic failover solution in Exchange 2016 so that when an Exchange server fails, only you know about it.
Recovery Strategies And Client Access Services	When disaster strikes, you want to be prepared with time-tested methods for getting back up and running just as quickly as you can. Arm yourself against failure with these proven recovery strategies. You'll examine traditional backup and restore strategies, as well as time-tested methods like Dial Tone restores, as well as the latest options for restoring everything from a single mail item, to a database, to the entire server. Then you'll examine the CAS services in Exchange 2016. As long as Exchange has existed, there have been frontend servers. Exchange 2016 removes the CAS role as a separate install, which is a major architectural change, directly impacting your design. You'll examine the differences between legacy CAS and CAS in 2016, define the interactions between the CAS and Mailbox services, and the client communication process with a focus on the CAS services acting as a stateless proxy.
Security Strategies	Security of corporate data tops the list of executive concerns today. You want to have every tool in your toolkit to lock down Exchange and secure your e-mail. In this course, you'll examine everything from encryption on the disk for data at rest to automating the encryption of sensitive e-mails as they flow through the Transport Pipeline. You'll learn about the new permissions model, Role-Based Access Control and Delegated Setup, to expose critical elements of the Exchange 2016 Transport Pipeline.

Understanding Mailflow and Auditing	Designing effective, efficient Exchange solutions is not possible without a thorough understanding of the Transport Pipeline, its component elements, and how they work together to ensure message delivery. In this course, you will explore the mail flow from the internal servers to the external Internet and back again in a number of scenarios. Additionally, you will examine the audit logs to ensure the continuous and uninterrupted security of your messaging infrastructure.
Message Records Management	Not only do users want and often need access to their historical e-mail, but you may be compelled through regulatory compliance to retain e-mail for a period of time or to ensure that certain data is never included in most e-mails (perhaps with some exceptions). In this course, we will investigate the technologies and tools for Message Records Management.
Exchange 2016 Migration, Federation, and Sharing	Increasingly, there is a need to extend access to internal resources by external users in order to integrate an on-premise solution with a cloud-hosted service, and this needs to be done securely. In this course, you will learn how to plan for, test, implement, and configure integration between your on-premise Exchange solution and your cloud-hosted mailboxes. You'll learn how to extend access to your internal users' calendars to a trusted business partner or vendor to speed collaboration. You'll also learn how to use certificates to secure the communications between end points.
Windows 10: Designing for Cloud and Hybrid Identity	Integrating Active Directory, designing Active Directory Synchronization, and planning for Azure Active Directory identities are the first design steps when planning for and designing devices in the Enterprise. In this course, you'll learn how to design for cloud/hybrid identity including how to plan for Azure Active Directory identities and how to design for Active Directory synchronization using Azure Active Directory Connect and Active Directory synchronization tools and services. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft certification exam 70-398: Planning for and Managing Devices in the Enterprise.
Windows 10: Designing for Device Access and Protection	Providing proper access and protection to devices in the Enterprise is one of the most important design steps you need to take. In this course, you will learn how to plan for device enrollment and plan for the company portal. It also covers how to plan protection for data on devices. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft certification exam 70-398: Planning for and Managing Devices in the Enterprise.
Staying Balanced in a Shifting World	You have the knowledge to assess current work/life balance and overcome internal and external obstacles to achieving balance. You know where you are and where you want to be, but now what? How do you achieve and maintain that balance? How will it be affected by external factors and behaviors? This course will focus on techniques for maintaining work/life balance. It includes recognizing the behaviors of passiveness, aggressiveness, and assertiveness and how those affect a person's ability to find balance in life. Techniques that can be used to achieve and preserve balance are also discussed. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.
Redefining Yourself after Organizational Change	Whether it's upsizing, downsizing, relocation, new processes, or a complete reorganization, organizational change is inevitable in today's business environment. It's important to not just survive organizational change, but thriving in it, empowering yourself to take control of your career, recognize new opportunities, and propel your career forward. In this course, you will learn the importance of being prepared for organizational change as well as the essential skills needed to handle it. These skills include a willingness to take risks, having an openness to the unknown, and being able to manage yourself through change. The course details the best practices of building self-motivation, which is key to being prepared for organizational change, and it introduces the idea of reframing as a coping method for accepting organizational change. Finally, this course covers the importance of recognizing and capitalizing on the career opportunities presented by organizational change, including having a career plan.
Organize Your Physical and Digital Workspace	Removing the mess from your workspace and getting organized can significantly improve many aspects of your work day, including your ability to concentrate, achieve targets, and become more efficient. This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspace. You'll learn how creating a clutter-free workspace and effective filing can improve your productivity. But it's not just your physical workspace that needs decluttering; this course will show you how to manage digital files, which is just as important. And once you've gotten your workspace under control, you'll learn how to maintain it.
Maximize Your Productivity by Managing Time and Tasks	The amount of time available to you is constant â€" you can't buy more and you can't save it for later. What you can do is increase your productivity â€" the value you produce in the time you have. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about managing tasks in a way that maximizes your productivity. You'll discover the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. You'll learn about the process of chunking your time and the principles of efficient scheduling. You'll also learn about the different types of to-do lists and how to use them effectively. "
The Main Components of Android	Android applications are broken down into four main components: activities, services, content providers, and broadcast receivers. Approaching Android from these four components gives the developer the competitive edge to be a trendsetter in mobile application development. This course will give you the foundation to understand the basic elements of all Android Applications.
User Interfaces, Controls, and Fragments	While using an application, users connect with what they see, hear, or feel. Therefore, the longevity of an application is dependent on how well the user is able to connect with it. In this course, you will learn the key skills in using interfaces, controls, and fragments. You will also learn to manipulate shape, color, division, controls, and fragments to make your Android application stand out among the rest.
Designing, Creating, and Manipulating Android Databases	Databases maintain past and present information, which helps in predicting the future. Android has a unique set of database elements to perform all the essential skills of database manipulation. In this course, you will learn all the basics of manipulating Android databases and how they interact with applications.
C++ Fundamentals	C++ is a general purpose, object-oriented programming language with the C language as its core. In this course, you'll explore the fundamentals of C++. You'll learn about data types, how to use modifiers and operators, and how to use flow control in a program. It is one in a series of courses that prepares learners for the C++ Institute Certified Associate Programmer certification.
C++ Functions, Exceptions, and Strings	C++ is a general purpose, object-oriented programming language with the C language as its core. In this course, you'll explore the basics of creating custom functions, using Strings, handling exceptions, and including namespaces in C++. It is one in a series of courses that prepares learners for the C++ Institute Certified Associate Programmer certification.
Programming Techniques	Program flow and execution are often dependent upon having to make decisions at runtime. In this course, you will learn how to use the common decision structures available in most programming languages, including If and Switch statements, and For and While loops. In addition, you will also learn how to work with programming techniques such as recursion, exception handling, number randomization, and sorting algorithms. Finally, you will learn how alerts and events are used in Windows Forms applications. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft certification exam Software Development Fundamentals (Exam 98-361), which is part of the Microsoft Technology Associate (MTA) certification track.
Object-oriented Programming Fundamentals	Most modern programming languages today are object-oriented and learning the concepts associated with this paradigm will greatly improve the quality and speed at which you can create robust applications. In this course, you will learn the fundamental concepts of object-oriented programming, including encapsulation, inheritance, base and derived classes, abstract and sealed classes, casting between types, and interfaces. In addition, you will also learn the JavaScript fundamentals needed for creating web applications, including the basic rules of JavaScript, JavaScript functions, and referencing and modifying HTML elements. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft certification exam Software Development Fundamentals (Exam 98-361), part of the Microsoft Technology Associate (MTA) certification track.
Installing and Using Grunt	In this course, you will learn how to install and configure Grunt and its prerequisites on multiple platforms. You'll also learn to use Grunt minimize JavaScript and CSS web assets.
Administrative Support: Working in Partnership with Your Boss	As an administrative professional, you provide invaluable support to your boss and the business. This support is optimized when the working relationship between you and your boss is a true partnership. Within this partnership, your relationship must be managed and maintained according to the particular management style of your boss in order to ensure compatibility, dependability, and efficiency as you work toward common goals. Through partnership, you can maximize your relationship with your boss and realize benefits for yourself, as well as for your career. This course explores ways you can build a partnership with your boss. Specifically, it will teach you how to establish and maintain the elements of a true partnership, and shows how you can benefit personally from it. The course also covers approaches for you to deal effectively with different management styles, and techniques you can use to successfully handle confrontations that may occur over the course of your partnership with your boss.
Administrative Support: Interacting Effectively with Colleagues	Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to perform better in your role. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, including some best practices for doing so. You will also be introduced to techniques to use to ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively.
Big Data Fundamentals	You've probably heard of big data, but what exactly is it, and how can it be used to give your organization a competitive advantage? In this course you'll learn about the key characteristics of big data, the benefits it can provide, and the types of data it incorporates. You'll also be introduced to the different ways it can be applied, depending on your market sector. This course also covers some fundamental security challenges of big data and some best practices for managing big data through an effective information lifecycle.
Big Data Interpretation	Utilizing big data can lead to significant gains for your organization such as lowered operating costs, better decision-making, and innovate new product development. But you have to know how to effectively identify, gather, analyze and use your data to reap the benefits. In this course you'll learn about the data analysis process. This course also introduces you to the most common basic and advanced analytics methods, including data mining. This course also covers some of the most common big data tools and their associated uses, and some challenges to keep in mind when undertaking big data analysis activities in your organization.
Improving Your Technical Writing Skills	Technical writing is a skill. It involves producing technical documents that are suited to the requirements, comprehension level, and background of its readers. In this course, you'll learn how to avoid common writing pitfalls, and how to structure your writing effectively. You'll find out how to tailor your writing to the specific requirements of different types of technical material â€" so that whether you want to persuade or to instruct, you'll be able to achieve your writing goals.
Leading through Positive Influence	An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals. In this course, you will be guided through numerous methods and strategies for effectively influencing a team to accept your ideas. You'll be introduced to the importance of political awareness and the essential skills involved in using positive politics and avoiding negative politics when persuading others. You'll also have an opportunity to practice methods for influencing effectively and ethically.
Leveraging Emotional Intelligence	Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides you with an understanding of why emotional intelligence abilities are important to you as a leader. It also provides you with practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.
Using Performance Appraisals to Advance Your Career	Employees often don't recognize the opportunities they can harness from their performance appraisals. In this course, you'll discover the value of learning how to manage the performance appraisal process on a year-round basis, and you'll be given tips for using formal and informal performance appraisals to your best advantage. This course also outlines how to implement the periodic appraisal strategy to move your career forward, and ways to recognize and use constructive criticism to improve your chances of success.
Project Initiation and the Project Charter (PMBOKÂ® Guide Fifth Edition)	Collaboration, coordination, and consolidation are terms to describe integration. Project Integration Management is the Knowledge Area that coordinates with various Process Groups to ensure that each project is managed in a unified and consolidated way. The intention is to have processes interact smoothly. In this course, learners will be given an overview of the Project Integration Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to Project Integration Management and its processes, the project charter, including the statement of work and business case. They'll also be introduced to the project management plan. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Managing Project Work (PMBOKÂ® Guide Fifth Edition)	Most projects experience problems and unforeseen events that pose a threat to successful completion. Thankfully there are many proven project management processes designed to direct, monitor, and control project work. For example, project baselines for schedule, cost, scope, and quality give the project manager a firm foundation by which to monitor project work and make decisions. When problems arise, strategies for managing changes help get the project back in line. This course will equip project managers with skills to manage change in an integrated fashion so that, for example, changes to scope are reflected appropriately in the quality, schedule, and cost baselines. The Project Integration Management Knowledge Area includes six processes, ranging from the creation of the project charter at the beginning of a project through to the close of a project or phase. This course covers the inputs, tools and techniques, and outputs of the third and fourth processes: Direct and Manage Project Work and Monitor and Control Project Work. Through interactive learning strategies and realistic scenarios, you will explore these concepts and gain a better understanding of the project integration processes in action. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Change Control and Project Close-out (PMBOKÂ® Guide Fifth Edition)	Change is inevitable. Environmental, technological, legislative, and economical changes can have an immeasurable impact on individuals and organizations. In addition to these changes, a project environment could see change requests for additional features and functions from stakeholders. As a project manager, you can mitigate risk by monitoring and controlling changes to time, cost, scope, and product quality. Controlling change will also effectively assist in closing projects or phases by ensuring approved changes are implemented and signed off by stakeholders. This course will equip project managers with the tools and techniques to manage project change in an integrated fashion and to close out phases and projects so that all aspects are brought to a controlled close. The Project Integration Management Knowledge Area includes six processes, ranging from the creation of the project charter at the beginning of a project through to the close of a project or phase. This course covers the inputs, tools and techniques, and outputs of the fifth and sixth processes: Perform Integrated Change Control and Close Project or Phase. Through interactive learning strategies and realistic scenarios, you will explore these concepts and gain a better understanding of project integration processes in action. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Using Lessons Learned for Continuous Improvement	Every project comes with its own unique challenges. There is valuable learning that takes place as project team members solve problems and persevere through challenges to meet their objectives. Preserving and passing on all that new knowledge and wisdom is what the concept of 'lessons learned' is all about. Effective project managers take lessons from current projects forward into planning and executing future projects, thereby enabling continuous improvement. Collecting and using lessons learned results in fewer mistakes, lower costs, more accurate estimates, and many other efficiencies. In this course, you'll learn about the basic steps involved in collecting, analyzing, and passing on lessons learned so that organizations are able to grow and experience superior performance.

Course	Description
Managing Projects for Strategic Alignment	As a project manager, your role is to ensure that each project starts out and remains in line with the company's strategic goals and delivers expected value. In this course, you'll learn how to analyze how your project will benefit the organization and bring value to stakeholders. You will learn how to involve stakeholders in the process. Finally, you'll learn strategies for managing stakeholder expectations so that they remain in line with project goals and developments.
Collect Requirements and Define Scope (PMBOKÂ® Guide Fifth Edition)	Good scope management focuses on making sure that the scope is clearly communicated and well defined and that the project is carefully managed to limit unnecessary changes. Project scope management is concerned with ensuring that projects include and account for all the work needed to ensure the successful completion of a project. Successful project managers use project scope management throughout the life of a project to identify and control all aspects of the work involved. This course highlights the importance of project scope management to project performance. Through interactive learning strategies and realistic scenarios, you'll explore these concepts and gain a better understanding of the inputs to, the tools and techniques for, and the outputs of the Project Scope Management processes. This course covers all the activities related to planning scope management and developing a project scope statement. Specifically, you'll be introduced to the first three processes in the Project Scope Management Knowledge Area â€" Plan Scope Management, Collect Requirements, and Define Scope. You'll also be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition published by the Project Management Institute (PMIÂ®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Create Work Breakdown Structure (PMBOKÂ® Guide Fifth Edition)	In order for projects to be successful, a project manager must use planning techniques that define project objectives in sufficient detail. Projects can quickly get out of control if the project plans aren't detailed. A project's work breakdown structure (WBS) provides the foundation for defining work as it relates to the project objectives and breaking it down to an adequate level of detail. The WBS also provides a structure for managing the work to completion. This course will highlight the importance of the WBS and how it relates to the overall success of a project. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project management processes related to creating and verifying a WBS. This course will cover the project inputs, tools and techniques, and outputs of the Create WBS process, the fourth process in the Project Scope Management Knowledge Area. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Validate and Control Scope (PMBOKÂ® Guide Fifth Edition)	A project manager's key responsibility is to ensure that the project is carried out in a controlled manner, according to plan. However, a project can quickly spin out of control if changes to the product's scope are not detected and managed properly. Two processes in particular enable a project manager to do just that: the Validate Scope and Control Scope processes. They belong to the Project Scope Management Knowledge Area and play a key role by helping to monitor and control the boundaries of the project throughout the project life cycle. This course will cover the project inputs, tools and techniques, and outputs of the scope management processes that deal with validating and controlling changes to a project's scope baseline. Through interactive learning strategies and realistic scenarios, the learner will explore these concepts and gain a better understanding of the monitoring and controlling processes of the Project Scope Management Knowledge Area. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Define and Sequence Activities (PMBOKÂ® Guide Fifth Edition)	Properly defining and sequencing project activities allows a project manager to answer two basic scheduling questions: what activities are required to develop the end product, and how should the activities be sequenced for optimal results? The first step in developing a reliable project schedule is identifying project activities and their interrelationships. This course covers defining and sequencing project activities in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, learners will be provided with an overview of the Project Time Management Knowledge Area and the interrelation with the Process Groups. The course also explores project activities and activity attributes, and the method of developing network diagrams, including dependency determination and identifying leads and lags. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Estimate Resources and Durations (PMBOKÂ® Guide Fifth Edition)	Resources, such as people, materials, equipment, facilities, and money, are required throughout the entire project life cycle. Determining resource requirements is critical to successful project time and cost management. The ability to estimate the duration of each project activity is equally essential. It is not enough to know what needs to be done and what resources are required. A project manager must know how much time it will take to complete each activity.
Develop and Control the Schedule (PMBOKÂ® Guide Fifth Edition)	The project schedule is critical to project management. It contains the planned start and finish dates for project activities and milestones. It also confirms which activities are dependent on others, therefore enabling the project manager to prioritize the order in which activities are to be completed. Developing the project schedule is an ongoing process throughout the project lifecycle, as there are many factors that can either accelerate or delay deliverables in a project. It is essential in successful project management to be able to quickly identify possible impacts, evaluate the effect on all project activities, and adjust the project activities as required to minimize risk. This course covers developing and controlling the project schedule in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, learners will learn how to analyze activity sequences, durations, and resource and schedule constraints to create the project schedule. Learners will also calculate the critical path using a forward and backward pass, calculate the float, and calculate the critical chain in order to monitor progress and make changes to the project schedule as required. This course provides a foundational knowledge base reflecting the most up-to-date project management information. It will enable learners to effectively put principles to work in their own organizations, and assist in preparing them for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Creating a Project Budget (PMBOKÂ® Guide Fifth Edition)	Accurately forecasting the cost of future projects is vital to the success of projects and the survival of any business. Project managers must have the ability to not only identify what work is required at the onset of a project, but precisely how much that work is going to cost throughout the duration of the project. This course provides an overview of estimating and budgeting project costs in the Project Cost Management Knowledge Area, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, this course covers planning how to manage project costs, gathering cost information from numerous sources and then utilizing that information, and using tools and techniques such as bottom-up estimating and reserve analysis for estimating costs. Learners will also determine the project budget by calculating reserves and funding requirements. This course provides a foundational knowledge base reflecting the most up-to-date project management information, so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMBOKÂ® certification exam. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Keeping Your Project on Budget (PMBOKÂ® Guide Fifth Edition)	Establishing the budget for a project is a vital process in project management, yet it means nothing if the budget is not adhered to. Controlling project costs is critical to meeting a project's budget targets, and monitoring cost performance can mean the difference between the success and failure of a project. This course provides an overview of the Control Costs process. It introduces the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, the course examines the inputs, tools and techniques, and outputs of the Control Costs process. In terms of the tools and techniques, it shows how to monitor cost performance through earned value management (EVM), forecasting, and other techniques such as to-complete performance index (TCPI) and reserve analysis. It also demonstrates how to calculate planned value, earned value, actual cost, schedule and cost variance, and schedule performance and cost performance indices. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Planning Project Quality (PMBOKÂ® Guide Fifth Edition)	Project managers need to build quality into their projects at the very beginning, during the planning stage. Quality managers have to ensure that quality requirements are met. The Project Quality Management Knowledge Area takes these facts into consideration. It not only includes processes for assuring and controlling quality, but it also includes a process for ensuring that quality is considered from the very beginning of a project's life cycle. In this course, learners will be given an overview of the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to the three processes in the Quality Management Knowledge Area and how they fit into the project management Process Groups. This course also covers, in detail, the Plan Quality Management process. This process helps project managers identify the relevant quality standards for a project and then determine how to satisfy those requirements. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Perform Quality Assurance and Quality Control (PMBOKÂ® Guide Fifth Edition)	There is no question that project quality is essential in ensuring project success. A quality management plan identifies quality requirements and provides all project stakeholders with documented guidelines for delivering a quality product or service. But the question is how do you ensure that the quality management plan will work? How do you know that those guidelines will, if followed, result in a successful project? The quality management plan must be audited and measured consistently and efficiently to ensure that it is both adequate and adhered to. In this course, learners will be given an overview of the Perform Quality Assurance and Control Quality processes within the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to the tools and techniques used in quality assurance, such as quality audits and performing a process analysis. They'll also learn quality control tools, such as cause and effect diagrams, statistical sampling, and inspection. This course will assist in preparing the learner for the PMIÂ® certification exam and provide a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations.This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Quality Management and Continuous Improvement	Consistently providing high-quality products and services requires use of continuous process improvement initiatives and adherence to applicable industry standards. Using lessons learned in combination with continuous improvement initiatives creates a powerful feedback loop that support process improvement. Industry standards for quality and process improvement provide a benchmark for verifying the results. In this course, you'll learn about the tools and methodologies used for continuous quality improvement, such as Lean, Six Sigma, kanban, and value stream analysis. You'll also learn about international quality standards such as ISO, CMMIÂ®, BS, and IEEE. This course will assist in preparing the learner for the PMIÂ® certification exam and provide a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations.
Putting Together the Team (PMBOKÂ® Guide Fifth Edition)	When project managers set their sights on delivering creative project solutions on time and within budget, they must select and manage a team of experienced and competent professionals who can meet the challenge. This requires that project managers understand the Project Human Resource Management processes of planning, selecting, developing, and managing a project team. While selecting the right team to do the work is critical to project success, it doesn't stop there. Good project managers know how to create the right type of atmosphere for their projects, keep their team members motivated throughout the project, and manage issues and changes that could possibly derail a project team. This course emphasizes the importance of good project human resource management to overall project performance. It covers the inputs, tools and techniques, and outputs of the first two Project Human Resource Management processes: Plan Human Resource Management and Acquire Project Team. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Develop and Manage Your Team (PMBOKÂ® Guide Fifth Edition)	Henry Ford once said that coming together is a beginning; keeping together is progress; working together is success. Mr. Ford knew the importance of teamwork. Ask anyone who has worked in a project environment, and they will tell you that team dynamics can make or break a project. A positive, constructive atmosphere can keep team members motivated and productive, while a negative atmosphere can have the opposite effect. Developing effective project teams is one of the primary responsibilities of a project manager. Once the team is working effectively and the project is underway, it is time for the project manager to proactively manage the project team in order to address and resolve personnel issues that could adversely affect the project. This course covers the Develop Project Team and Manage Project Team processes, the third and fourth processes within the Project Human Resources Management Knowledge Area. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Techniques for developing project teams, such as training, team building activities, and recognition and rewards will be discussed. Learners will also be introduced to strategies for enhancing project performance and conflict management techniques. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. It will also assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Managing Project Communications (PMBOKÂ® Guide Fifth Edition)	It is commonly said that up to 90% of a project manager's time is spent communicating, whether it's with external stakeholders, members of the project team, suppliers, or other managers within the organization. That speaks volumes about the important role of communication to a project. When communications break down, projects fail. When communications are good, the project is more likely to achieve its objectives. Healthy project communication means that the right people are getting the right information at the right time. They are able to make informed decisions. They understand what is going on and are able to proceed with their work. Communications management is one of the most essential functions of a project manager. Project managers need to plan out a strategy to ensure that needed information is gathered and produced efficiently. In this course, learners will learn how to plan and manage project communications. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.

Course	Description
Controlling Communications (PMBOKÂ® Guide Fifth Edition)	A project manager is the communication hub through whom all project information flows. A project manager may receive and distribute dozens of messages per day. Customers, suppliers, project team members, and company executives all rely on the project manager for up-to-date information. Controlling these communications is critical to the project, and it's the project manager's responsibility to ensure that the planned flow of project communications continues so that the needs of both the project stakeholders and the project itself are met. This course emphasizes the importance of the Control Communications process and guides the learner through the tools and techniques that can be used for controlling communications throughout the life of a project. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. It will also assist in preparing the learner for the PMIÂ® Certification Exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Risk Planning (PMBOKÂ® Guide Fifth Edition)	There are a few questions that every project manager should ask at the beginning of a project: what do we hope to gain from this project? What kinds of things could keep that from happening? And how should we respond if those events occur? Every project involves some degree of risk, and having a plan for dealing with them can spell the difference between a project that reaches a successful conclusion and one that does not. In this course, learners will be introduced to the Project Risk Management Knowledge Area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to the first process in the Project Risk Management Knowledge Area: Plan Risk Management. Techniques for creating a risk management plan and preparing documentation for the risk identification and analysis processes will be covered in detail. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Risk Identification (PMBOKÂ® Guide Fifth Edition)	Since every project faces some degree of risk, good project management involves a thorough investigation into all potential risks that may impact the project throughout its life cycle. Identifying potential risks and their causes and impacts can mean the difference between a project that reaches a successful conclusion and one that does not. In this course, learners will continue to learn about processes within the Project Risk Management Knowledge Area. It covers the best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to the second of the six risk management processes: Identify Risks. The course covers many risk identification methods including group information gathering techniques, diagramming techniques, and SWOT analysis. The results of these methods are compiled in the risk register, which is also covered in detail. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Risk Analysis (PMBOKÂ® Guide Fifth Edition)	The science of project management was founded, in large part, to manage risk and prevent it from negatively affecting project objectives, schedules, and budgets. Risk in any project is unavoidable. Fortunately, there are proven methods to identify and analyze potential threats so that appropriate risk responses are developed and the project's level of exposure is controlled. Risk analysis has become an important discipline within the field of project management. It involves prioritizing risks and assessing each identified risk's probability of occurrence and potential impact, whether positive or negative. This course explores both qualitative and quantitative risk analysis techniques. Specifically, learners will be introduced to qualitative tools like the probability and impact matrix, risk probability and impact assessment, and risk urgency assessment. Quantitative risk analysis techniques include data gathering and representation and quantitative modeling techniques. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. It is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Risk Control (PMBOKÂ® Guide Fifth Edition)	Life is filled with uncertainties, and these uncertainties often affect our decisions and outcomes. Whenever decisions are made without prior knowledge or experience, there is always a chance of risk. When dealing with projects, it's the project manager's job to assess and control risks, avert or minimize their adverse effects, and capitalize on potential opportunities over the life of a project. This course covers the last two processes in the Project Risk Management Knowledge Area: Plan Risk Responses and Control Risks. Specifically, you will be introduced to strategies for handling both negative and positive risk, and how to control these risks. This course will also cover all the necessary project documents and plans that require updates as these processes are performed. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Procurement Planning (PMBOKÂ® Guide Fifth Edition)	Projects routinely require materials, consultants, training, products, and equipment, along with many other types of goods and services. Project procurement is the process of purchasing products and services necessary to fulfill the objectives of a project. Procurements must be carefully planned and administered to ensure they do not cause a project to go over budget or fall behind schedule. In this course, learners will gain an understanding of what processes are involved in planning project procurement and how these processes interact with the overall project life cycle. Common tools and techniques for planning project procurement will be covered, including make-or-buy analysis. Learners will be introduced to the process of developing a procurement management plan and determining which procurement contract best suits the project's needs, which are both vital to ensuring a project manager is able to procure the products or services for project success. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Procurement Management (PMBOKÂ® Guide Fifth Edition)	Managing the procurement process can sometimes seem like a project all in itself, as it generally involves a number of detailed and time-consuming steps â€" from obtaining seller responses, selecting a seller, and awarding the contract, to managing the procurement relationship. This is the second course in the Project Procurement Management Knowledge Area and covers three processes: Conduct Procurements, Control Procurements, and Close Procurements. Specifically, learners will be introduced to proposal evaluation techniques, procurement negotiations, and handling claims and disputes. The course will also cover the components of procurement documents and a contract file for controlling procurements, as well as techniques for closing procurements. This course is aligned with A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®), Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®. This course will assist in preparing learners for the PMIÂ® certification exam.
Project Stakeholders (PMBOKÂ® Guide Fifth Edition)	A project can be worthless if the right people aren't involved from the beginning. Project Stakeholder Management focuses on making sure that the right stakeholders are identified, that stakeholder requirements are captured and incorporated into the work of the project, and that appropriate stakeholders participate in relevant project activities. Successful project managers use project stakeholder management throughout the project life cycle to appropriately engage stakeholders, manage expectations, and ensure that the project gets what it needs from stakeholders, and stakeholders get what they need from the project. This course highlights the importance of project stakeholder management to project performance. Through interactive learning strategies and realistic scenarios, the learner will explore these concepts and gain a better understanding of the inputs to, the tools and techniques for, and the outputs of the Project Stakeholder Management processes. Specifically, learners will be introduced to the first two processes in the Project Stakeholder Management Knowledge Area: Identify Stakeholders and Plan Stakeholder Management. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition published by the Project Management Institute (PMIÂ®). This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Stakeholder Engagement (PMBOKÂ® Guide Fifth Edition)	Stakeholders are critical to your project's success. However, if you don't engage stakeholders when it's most appropriate, and continue effective communication throughout the project life cycle, the value and expertise you require from them could be lost. Managing and controlling stakeholder engagement is more than just responding to queries or issues; it's about anticipating project requirements and making sure the stakeholder engagement plan continues to stay on track so that you have what you need, when you need it. This course covers managing and controlling stakeholder engagement in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€" Fifth Edition, published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to tools and techniques for managing stakeholder engagement such as push and pull communication methods. Learners will also learn how to control stakeholder engagement using information management systems, expert judgment, and meetings. This course provides a foundational knowledge base reflecting the most up-to-date project management information. It will enable learners to effectively put principles to work in their own organizations, and assist in preparing them for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€" Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Ethics and Project Management	Do the right thing but make sure you do it on time, under budget, and within scope, all the while maintaining your professional integrity in a constantly evolving global business environment. How do project managers do it, given that most ethical dilemmas are not black and white and usually require diligent deliberation? This course provides an introduction to how the project management community and the Project Management Institute (PMIÂ®) have established standards of ethics to help members navigate the sometimes murky waters of ethical issues, keeping with the vision of establishing project management as a professional industry.
Ethical Standards and PMIÂ® Core Values	As a project manager, you will inevitably be called upon to address ethical dilemmas. These issues are much more complex than simply deciding what is right and what is wrong. In this course, you will explore the values underlying ethical decisions and behaviors as outlined in the PMIÂ® Code of Ethics and Professional Conduct. For each value, you will be introduced to the integrity aspired to, as well as the mandatory conduct demanded of project managers to effectively manage projects and further promote project management as a profession. Topics covered include the behaviors that align with the core values of responsibility, respect, honesty, and fairness; how to integrate ethics into your project environments; and how to resolve ethical dilemmas. The course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing the learner for the PMIÂ® certification exam.
Thinking Strategically as a Manager	It's important that all professionals in an organization learn how to think strategically in order to help them in their management tasks. This course explores the characteristics of strategic thinking as well as the traits you need to be an effective strategic thinker. It also covers how to develop your capacity for thinking strategically though being creative, being prepared to deal with complexity, and being aware of what's going on inside and outside your organization.
Using Strategic Thinking to Consider the Big Picture	Big-picture thinking stretches beyond the short term and considers how an organization can succeed in the longer term. This course describes how the ideas of systems thinking can help you elevate your perspective, become skillful at making sense out of opposites and contradictions, and better understand cause and effect while managing your department. It also explains actions you can take to encourage big-picture thinking and how understanding the organizational value chain can help you connect to the organization's strategy and strategic plans and implement them more effectively.
Assessing Your Organization's Risks	Risk is a fact of life for businesses and as a manager, you must know how to manage it. But before you can do that, you need to assess the risk in order to create a strategy to avoid or mitigate it. In this course, you will learn common techniques to assess risk, including opportunity assessment, and threat assessment using FMEA - failure mode and effects analysis.
Responding Effectively to Risks	Once you have identified and assessed risks, you then have to deal with them. This course covers general strategies for dealing with risk, such as risk exposure adjustment and contingency planning. It also outlines specific strategies for dealing with both threats and opportunities.
Preparing and Implementing a Business Plan	A business plan is like a road map that helps you clearly see the opportunities and obstacles you'll inevitably face as you pursue your business idea. With a well-prepared plan, you stand a better chance of getting the support you need to succeed. In this course, you'll learn about what a business plan is, its main ingredients, and the steps you need to take to develop it. You'll also learn how to carry out an internal analysis and about the key elements examined in any external and SWOT analyses. Finally, you'll learn about activities that help coordinate the implementation of business plans, including developing action plans and determining how the implementation should be measured, monitored, and assessed.
TestPrep 200-125 CCNA Routing and Switching	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Core Services on AWS	AWS provides multiple services that address all needs of an online application. It provides a comprehensive platform from which to provide web applications with high-availability. In this course you will learn about services and features to enable you to host your service with confidence.
AWS Infrastructure Services	Amazon Web Services consists of a number of services designed to ensure your customers are always able to access your services. Preventing downtime and ensuring enough servers are available during times of peak load are situations that are handled through the AWS infrastructure. In this course you will learn about AWS security and elastic services designed to host your application and guarantee high availability.
AWS SysOps Associate: Monitoring, Metrics, Analysis, and Deployment	Monitoring cloud systems is even more crucial than on-premises equipment, but fortunately Amazon Web Services has CloudWatch, which has an unprecedented level of control and power for monitoring applications and systems on the AWS cloud. In this course, you will learn about monitoring and the system metrics used. It also covers deployment, an area that is streamlined and efficient when compared to the on-premises equivalent. This course is one of a series that prepares you for Amazon's AWS Certified SysOps Administrator - Associate certification.
AWS SysOps Associate: High Availability and Data Management	One of the key benefits of cloud computing in general and AWS in particular is the ability to build fault tolerance into everything you build. The globally dispersed and virtual nature of AWS means that it is possible to have redundant everything, if you manage your services right. In this course, you will learn about elasticity and scalability along with the all-important fault tolerance of web applications on AWS. The course also covers ways of managing data via Elastic Block Store, and log and backup management. This course is one of a series that prepares you for Amazon's AWS Certified SysOps Administrator - Associate certification.
AWS SysOps Associate: Security and Networking	Security on Cloud Computing and AWS could be considered the greatest challenge. The always-available-everywhere mantra of cloud brings a host of potential issues, and knowledge of the AWS toolset will help you solve them. In this course, you will learn about security, Route53 DNS, Virtual Private Clouds, and Direct Connect. This course is one of a series that prepares you for Amazon's AWS Certified SysOps Administrator - Associate certification.

Course	Description
Building Personal Power through Influence	Along with being credible and trustworthy, you can get results without direct authority by using your influence. Effective influence skills are probably the biggest differentiator when getting results without authority. When you influence, you engage and enlist others in getting results – without necessarily having formal power. Influence is not about forcing or exerting – it's about getting people on your side for good reasons. Three ways to promote influence are through language/effective communication, reciprocity/exchanging 'currencies', and persevering through resistance.
Difficult People: Why They Act That Way and How to Deal with Them	Anything taken to an extreme can be a liability, and this is true of human behavior. While confident, cautious, or energetic people can be perfectly tolerable in small doses, they can also be annoying or problematic when their behavior is over-the-top. Then there are people who are just plain negative - their glass is always 'half empty.' While occasional griping is acceptable, negativity can wear you down.Certain situations trigger extreme behaviors that might be moderated otherwise. And, your own emotional state might be such that your tolerance for any extreme is low. All sorts of situational and personal circumstances can make a somewhat difficult person into an extremely difficult person in no time.
Planning Meetings Fit for Purpose	Have you ever sat through a meeting that you felt was a waste of your time? Maybe the meeting wasn't relevant to you or it was just poorly run. Perhaps it lacked a clear purpose. The root cause of ineffective meetings is almost always poor planning. Meetings are among the most expensive forms of communication in today's business environment, so it's essential to make the investment worthwhile. This course outlines a process for preparing for effective meetings. First, you'll learn how to clarify the purpose and objectives of a meeting. Second, you'll learn how to determine if the meeting is required, or if a meeting alternative can fulfill the objectives. Third, you'll learn how to choose the best participants. Fourth, you'll learn how to create the agenda. And fifth, you'll learn how to prepare yourself and your participants for a successful meeting. The next time you need to prepare a meeting, the methods introduced in this course will help you make the most of your and your participants' valuable time. You'll also learn how to effectively start a meeting.
Running Meetings in Better Directions	Have you ever attended a meeting that left you feeling frustrated? Perhaps the meeting was too long, unfocused, or dominated by arguments and disagreements. Not all meetings have to be like this. Meetings can be very productive; many issues can be resolved, and participants can feel grateful they attended. Whether it's a regular meeting or a task force meeting, the meeting leader should open the meeting with appropriate information and in the right tone. An effective meeting leader encourages full participation from the group to ensure the objectives are reached within the allotted time. To close the meeting, the leader summarizes the decisions arrived at and follows up on the actions that need to be taken. This course covers the skills and lessons that will help you to fulfill the key responsibilities of a meeting leader at each stage of a business meeting.
CompTIA Cybersecurity Analyst+ CS0-001: Network Architecture and Reconnaissance	IT security analysis builds upon a solid understanding of underlying network and cloud technologies. Existing IT system implementations must be understood before security controls can be recommended.
CompTIA Cybersecurity Analyst+ CS0-001: Threat Identification	Assets must be identified before they can be protected. This can come from documentation or IT inventories. Proactive planning streamlines incident response to minimize negative impacts to the organization.
CompTIA Cybersecurity Analyst+ CS0-001: Threat Mitigation	Applying security best practices to IT system creation and deployment can go a long way in reducing the attack surface. In this course, you will learn about the SDLC, penetration testing, how to mitigate threats, and the security frameworks on which these countermeasure are based.
CompTIA Cybersecurity Analyst+ CS0-001: Reducing Vulnerabilities	Authentication controls who gets access to resources. Stronger authentication means greater control over resource access. In this course, you will identify weaknesses including conducting vulnerability scans in order to protect IT assets.
CompTIA Cybersecurity Analyst+ CS0-001: Investigate Security Incidents	Firewalls are one layer of defense against unauthorized access to networks and hosts. Intrusion detection and prevention can be used to increase security at both the host and network levels. In this course, you'll learn about these security mitigations as well as malware and how to use digital forensic tools.
CompTIA Cybersecurity Analyst+ CS0-001: Monitoring for Security Issues	Hiring trustworthy and competent personnel is often overlooked when discussing IT security. Exploits take form not only as technical entities, but also as employee workplace violations. In this course, you'll also learn how to monitor and analyze various types of systems for audit and security purposes.
Cassandra vs. SQL	This course will support the students understanding of Cassandra and NoSQL, and will highlight the differences between traditional RDBMS (SQL systems)and Cassandra (NoSQL). In addition the course will discuss the benefits of using Cassandra in a distributed framework to provide availability, scalability, and business continuity. The course will cover the mechanics and architecture of Casandra, the fundamentals of Cassandra data modeling and best practices, and the Cassandra Query Language (CQL). The first course serves as a foundation for course #2.
Working with Cassandra	This course continues on from course #1, and develops the learner's exposure to Cassandra Query Language. The course covers Cassandra support for JSON, user-defined functions, and Cassandra drivers for various development platforms
PostgreSQL Database Fundamentals Part #1	The course covers the downloading, installation and configuration of the PostgreSQL RDBMS. In addition, the course discusses the key PostgreSQL DDL and DML SQL commands, and the deployment of various PostgreSQL table constraints.
PostgreSQL Database Fundamentals Part #2	This course details the SQL SELECT statement (command), and discusses PostgreSQL security. In addition, the course demonstrates the creation of PostgreSQL VIEWS and table INDEXES, and covers a number of essential database administration tasks.
Base SAS 9 Programming: The SAS Environment	There is a variety of SAS environments available to you as a SAS programmer, and the one you use will depend on the underlying SAS system. This course introduces SAS and the various systems including the SAS Studio web interface and SAS Windowing Environment. This course is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
Base SAS 9 Programming: Introduction to Data Sets	SAS data sets are collections of data that SAS creates and can process, and understanding their structure and utility is key to grasping the power of Base SAS. This course covers the basics of data sets, and how to create them from various sources. This course is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
Base SAS 9 Programming: Working with Data Sets	Manipulating data sets is a big part of mastering SAS, and often the data you want to work with is not clean, containing errors or missing data. This course covers handling data errors, and validating and cleaning data. It goes on to cover further manipulation of data sets, including merging and combining sets. This course is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
Teradata SQL: The SELECT Statement, Joins, and Subqueries	Teradata supports the use of ANSI SQL to query data housed within the database system. Along with ANSI SQL, it also supports Teradata extensions that can be used. This course will demonstrate how to use the SELECT statement to perform queries, along with performing joins, subqueries, and correlated subqueries.
Teradata SQL: DDL, DML, and SQL Optimization	Teradata supports the use of SQLs data definition language to create and manage objects within the database. It also supports the use of SQLs data manipulation language to query and perform operations on the data. Teradata supports the use of temporal tables as well and contains temporal forms of DDL and DML for use within a temporal database. This course will demonstrate and describe performing DDL and DML operations within a database and temporal database.
Key Accounting Concepts and Principles	How do organizations communicate business information? Achieving the utmost clarity in communication requires the sharing of a common language. Accounting is one of the aspects of this common language. It's an internal function that involves identifying, recording, summarizing, and reporting business transactions and financial events in an organization. This course covers the basic concepts and practices of accounting. You'll learn about the accounting equation and its components, and learn to use the rule of debits and credits. You'll also explore the accounting cycle, and the effect of cash and accrual based accounting systems.
Recording, Posting, and Balancing the Books	If you're involved in any sort of accounting or financial decision-making role, you need to understand the basics of accounting and bookkeeping. This course covers the steps in the accounting cycle that happen after transactions have been identified and analyzed. You'll learn about making general and special journal entries, and about posting those transactions to accounts in the general and subsidiary ledgers. You'll also learn how to prepare trial balances and make adjusting entries.
Preparing Financial Statements and Closing Accounts	Once transactions have been recorded, and posted to ledgers, and the trial balance is conducted and adjustments have been made, the next steps in the accounting cycle are to prepare financial statements and close the accounts. In this course, you'll explore the components of each of the three financial statements - the income statement, the balance sheet, and the cash flow statement - and learn how to prepare them. You'll also learn how to close accounts, as the final step in the accounting cycle.
Accounting for Stock Transactions	One of the great advantages of a corporate form of organization is it allows otherwise unaffiliated people to join in mutual ownership of a business. Of course, accurate accounting of corporate transactions is imperative. In this course, you'll learn about the key characteristics of incorporated organizations. You'll explore how common equity transactions can affect the basic accounting equation as it pertains to the corporations' financial position. You'll also learn concepts and accounting processes for corporate transactions, including those involving common and preferred stocks, treasury stocks, and dividends.
Conflict Minerals	'Conflict mineral' refers to raw materials that are sourced from a particular part of the world where armed conflict (and civil rights abuse) is occurring, where conflict participants benefit from the mining, production, and sale of those materials. Conflict minerals include columbite-tantalite, cassiterite, gold, and woframite, primarily from in the Democratic Republic of the Congo or an adjoining country. Section 1502 of the Dodd-Frank Act requires US companies to identify and disclose where the minerals used in its products come from in an effort to build consumer awareness and reduce the amount of funds flowing to militias in identified regions.
Privacy and Information Security	This course will prepare you to handle private information responsibly as required by law and by your organization. It will give you an understanding of the kinds of information that are considered private and that are subject to protection under US law. It will explore the various strategies for safeguarding private information you encounter as part of your job and teach you about recognizing and reporting potential privacy breaches. In addition, it will give you an appreciation of the negative consequences of failing to adequately protect such private or confidential information.
COMPLIANCE SHORT: Anti-bribery	No one can afford to be complacent about the potential for corruption when doing business. Bribery is unethical and, in many locations around the world, illegal. Despite the harsh penalties for both the individual and the company that can result from violations, bribery remains a serious risk.
COMPLIANCE SHORT: Anti-bribery 2	No one can afford to be complacent about the potential for corruption when doing business. Bribery is unethical and, in many locations around the world, illegal. Despite the harsh penalties for both the individual and the company that can result from violations, bribery remains a serious risk.
COMPLIANCE SHORT: Antitrust	What is the scope of global antitrust and competition legislation? It might be different from what you think. While antitrust and competition laws do apply to corporate-level mergers and acquisitions, they also impact proposals you might be drafting or bids you're submitting. If you're regularly involved in sales transactions with international clients or partners, an understanding of the standards and reach of antitrust laws is essential.
COMPLIANCE SHORT: Antitrust 2	What is the scope of global antitrust and competition legislation? It might be different from what you think. While antitrust and competition laws do apply to corporate-level mergers and acquisitions, they also impact proposals you might be drafting or bids you're submitting. If you're regularly involved in sales transactions with international clients or partners, an understanding of the standards and reach of antitrust laws is essential.
COMPLIANCE SHORT: Privacy and Information Security	Given the global nature of commerce and the prevalence of the electronic exchange of information, data security has never been a more critical business issue. This course will provide employees in global organizations with a high-level awareness of the regulatory, legal, and corporate requirements for handling and protecting personal and sensitive information.
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COMPLIANCE SHORT: Insider Dealing	Illegal insider dealing (also known as insider trading) can have serious costs for individuals and their organizations. This course will help you recognize ways in which inside information can be misused for illegal securities trading.
COMPLIANCE SHORT: Avoiding Conflicts of Interest	Many employees routinely face situations that can create a potential conflict of interest, where divided loyalties may affect their ability to make impartial decisions on behalf of their employer. Inappropriate resolution of these conflicts can result in direct financial loss to the organization, as well as the erosion of an organization's ethical culture and a damaged reputation.
COMPLIANCE SHORT: Preventing Harassment and Promoting Respect	It is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.
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COMPLIANCE SHORT: Social Media and Electronic Communications	This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs.
COMPLIANCE SHORT: Social Media and Electronic Communications 2	This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs.
COMPLIANCE SHORT: Protection of Company Information	This course discusses the importance of safeguarding one of your company's most valuable assets: its information and data.
COMPLIANCE SHORT: Business Ethics	In today's business environment, companies are under intense scrutiny in the media, by investors, and by customers over the way they operate. People prefer to do business with companies and individuals that share their values, and avoid business that they feel are unethical, secretive, or corrupt. Organizations and their employees who hold themselves to high ethical standards often reap the rewards of fair and honest business practices, both financially and in terms of public opinion.
COMPLIANCE SHORT: Records Management	Following your company's record retention policy supports the organization's internal documentation and accounting systems and addresses compliance requirements in state and federal law.
COMPLIANCE SHORT: Promoting the Reporting of Misconduct	Misconduct and ethical violations can lead to extremely negative consequences for a company and its employees. Yet, fear of retaliation often prevents employees from reporting misconduct. This course dramatizes a situation where an employee struggles with whether to report misconduct.
COMPLIANCE SHORT: Gifts, Gratuities, and Entertainment	Giving gifts and providing entertainment in the business setting can raise serious ethical dilemmas.
COMPLIANCE SHORT: Promoting Diversity and Avoiding Discrimination	The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures, ethnicities, beliefs, and languages. To leverage the full potential of the workforce, it's important for organizations, managers, and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly.
COMPLIANCE SHORT: Anti-money	In the modern workplace, it is essential that employees are able to recognize financial transactions that may violate anti-money laundering laws and rules.

COMPLIANCE SHORT: Government Contracting	Employees of organizations that conduct business with the US government must understand the rules the government has established for itself and those it contracts with. These laws and regulations aim to promote full and open competition, fairness, and honesty and to eliminate waste, fraud, and abuse.
COMPLIANCE SHORT: International Trade Compliance	All businesses that import and export goods into and out of the United States must comply with the laws and regulations governing trade transactions.
COMPLIANCE SHORT: Cybersecurity	Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global.
COMPLIANCE SHORT: Promoting Safety and Security at Work	Employers must do what they reasonably can to ensure a safe and secure work environment. However, it is also the responsibility of every employee to be vigilant about security.
COMPLIANCE SHORT: Accounting and Financial Integrity	Fraud schemes can be as diverse as the imaginations of those who concoct them, and as sophisticated as ever-evolving technology will allow. But the consequences of fraud can be painfully simple - financial and reputational damage to an organization and its employees. As a result, it's essential for workers at all levels of an organization to be proactive and alert to suspicious financial activity.
Inventory Management: Aligning Inventory with Production and Demand	Ensuring inventory always aligns with real production needs and customer demands is no simple feat. However, getting this right can dramatically reduce costs and enable a company to meet customer demand quickly, efficiently, and ahead of its competitors. Operations managers can play a vital role in managing inventory. This course introduces key inventory management concepts and strategies, for use in both manufacturing and service organizations. It describes methods for valuing inventories, as well as common costs associated with ordering and holding inventories, including stock-out and other opportunity costs. It also walks learners through the process of calculating economic order quantities and reorder points for inventory, and provides an overview of some popular inventory management tools, including ABC analysis, material requirements planning (MRP), enterprise resource planning (ERP), and just-in-time (JIT) management.
Collaboration in Exchange 2016	Today, technology drives efficiency in business by making it easier for people to work together. Discover the native collaboration solutions in Exchange 2016 and exploit the technology to drive business productivity. In this course, you will examine collaboration solutions including Resource, Linked, and Site Mailboxes, as well as distribution groups and permissions.
Design and Secure Remote Access and Multiple Namespaces Solutions	Today, you have to be able to provide secure access to e-mail from virtually any device users might have available to them. Understanding the infrastructure that enables secure remote client access is critical to any Exchange deployment. In this course, you will work through the remote client access requirements and setups from namespace design considerations to load balancing strategies and OWA Policies. Also you will learn how to integrate and support multiple namespaces (tenant organizations) within a single exchange solution.
HP LoadRunner 12 Essentials: Working with VuGen	Performance testing is a crucial part of all stages of a software product life cycle as it ensures that systems are provided that meet business requirements. HP LoadRunner is load-testing software that provides end-to-end system performance measurement under load. This course provides an overview of performance testing and LoadRunner, including the installation of the software components. The Virtual User Generator or VuGen component of HP LoadRunner enables you to create Vuser scripts to emulate real-world business processes. In this course, you will learn about creating and recording scripts for specific protocols in addition to how to use the Protocol Advisor to select scripts and how to replay and debug scripts. This course can be used as part of preparation for the HP LoadRunner 12.x Software exam, HPO-M103, to obtain the HP ATP â€" LoadRunner v12 certification.
HP LoadRunner 12 Essentials: Enhancing Vuser Scripts	In the HP LoadRunner environment, Vuser scripts are used to emulate real-world business processes. This course covers how to enhance Vuser scripts, how to insert transactions into your scripts, and how to use parameters and correlation to provide flexibility and avoid errors. In this course, you will also learn how to use functions in a script. The course also provides coverage of advanced scripting techniques including how to create a packet capture (PCAP) file and how to generate a script manually or by using Microsoft Visual Studio or Eclipse. You will also learn how to run scripts from the Windows command line and how to compile and run scripts in Linux. This course can be used as part of preparation for the HP LoadRunner 12.x Software exam, HPO-M103, to obtain the HP ATP â€" LoadRunner v12 certification.
Windows 10: Designing for Data Access, Protection, and Remote Access	After device protection comes proper access to data. This includes protection of remote data access. In this course, you'll learn how to design for data access and protection, including planning shared resources, advanced audit policies, and file and folder access.You'll also learn how to design for remote access including remote connectivity, remote authentication, and mobility options. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft certification exam 70-398: Planning for and Managing Devices in the Enterprise.
Monitor, Tune, and Troubleshoot SharePoint 2016	SharePoint 2016 is a volatile product with many (virtual) moving parts. In order to keep your SharePoint farm running smoothly, you will need to be both proactive and reactive, ensuring that your system can handle its workload and then resolving issues that will inevitably arise. In this course, you will learn to monitor, tune, and troubleshoot the SharePoint infrastructure.
Upgrading and Updating SharePoint 2016	If you have managed SharePoint for five years or more, you know that this product, like so many, is a moving target. Versions change, and SharePoint 2013 can be upgraded to SharePoint 2016 using a database migration method. Additionally, the SharePoint 2016 environment should be kept bug-free and secure, which requires regular patching, and is now provided by Zero Downtime Patching. In this course, you will learn to upgrade a SharePoint 2013 farm to SharePoint 2016 and to correctly patch your SharePoint 2016 farm.
Take a Deep Breath and Manage Your Stress	If you find you're constantly adding items to your neverending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. This means that while you may not always be able to control the external events causing you stress, you can control your reactions to them and how you handle them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where is can come from. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and mediation to help you cope.
Organizations Change So Get Ready	A change in your work situation â€" whether good or bad â€" can create a period of uncertainty, stress, and anxiety while you adjust. A clear understanding of what organizational change is, and what to expect when dealing with it, can shorten the period of adjustment so you can get back on track sooner. In this course, you'll explore organizational change and the typical events that can trigger it. You'll also learn about the three specific types of organizational change, common reactions to organizational change, and the stages you can expect to go through when dealing with organizational change.
Akka Essentials	Akka strives to make building scalable, concurrent applications easier. In this course, you will learn the fundamental philosophy behind Akka, how to create an Actor System, and how to manipulate Actors within that system.
Advanced Features of Akka	The full capabilities of Akka come from the ability to scale using clustering and networking. In this course, you will learn how to build, manage, and configure a cluster, manage network communication within an application, and use advanced utilities.
Tips and Tricks for Developing Secure Mobile Apps	In this course you'll explore useful tips and tricks for creating secure mobile applications. Specific topics covered include understanding mobile risks, securing data, sessions and forms. We'll also explore the importance of testing and proper device management.
C++ Templates and Containers	C++ is a general purpose, object-oriented programming language with the C language as its core. In the course, you will learn how to use templates, containers, and STL utilities. It is one in a series of courses that prepares learners for the C++ Institute Certified Professional Programmer certification.
C++ STL Algorithms and Operations	C++ is a general purpose, object-oriented programming language with the C language as its core. In this course, you will learn how to use sequence operations in C++. Specific topics include algorithms, lambda expressions, and modifying and nonmodifying sequence operations. It is one in a series of courses that prepares learners for the C++ Institute Certified Professional Programmer certification.
C++ Sort, Merge, IO Operations and Functors	C++ is a general purpose, object-oriented programming language with the C language as its core. In this course, you will learn how to use STL sorting and merging operations, advanced I/O, and functors. It is one in a series of courses that prepares learners for the C++ Institute Certified Professional Programmer certification.
Introduction to Domain-driven Design	There are many benefits to using Domain-driven Design (DDD) and this course will demonstrate the key concepts of the Domain-driven Design model. This course will introduce DDD, help you understand the main principles and components of DDD, why it can be useful, and what knowledge crunching is. Finally, this course will introduce you to the main building blocks of DDD, and a discussion of subdomains and contexts.
Components of Domain-driven Design	DDD enhances modeling through a total approach for building software for complex domains. With the various tools and strategies in the DDD architecture, the designer will have a more effective approach to domain modeling. In this course, you will learn additional information regarding further components, such as architecture, entities, value objects, services, and domain events. Finally you will learn about the concepts of modules, model-driven design, and aggregates.
Expanding Design Patterns	One major benefit to using Domain-driven Design is the ability to integrate various other sources and processes. This course will explore and guide you through the ways to do this. You will be introduced to communication in Domain-driven Design followed by factories, repositories, and refactoring. Finally, you'll learn methodologies and application architecture layers.
iOS Application Development: Creating a Basic iOS App	The MVC design pattern is core to an iOS application. In this course, you'll learn how to use the features of Xcode and its interface builder to build a single-view iOS application. The course will cover adding objects to a view and providing interactivity and business logic. You'll learn how to preview your app, build and analyze an iOS app, and specify project properties.
iOS Application Development: Layout and Controls	The iOS SDK contains a range of controls to enable you to build rich, interactive, and adaptive interfaces. In this course, you'll learn how to use text and image-based controls, implement slider controls and switches, and display feedback to users in the form of action sheets and alerts. You'll learn how to create table views; generate custom controls, views, and interfaces; and how to create adaptive layouts.
iOS Application Development: Creating Adaptive Apps	Displaying content in flexible ways and adapting to different devices, orientations, gestures, and motions are important considerations when developing an iOS app. This course begins by covering how to work with storyboards to develop multiview applications. It goes on to describe how to handle rotation and view orientations. The course covers how to respond to touch events and detect swipes and taps. It describes how to work with the core Location API and how to use MapKit to map users' movements. It also covers implementation of the core Motion framework to handle motion events, data, and shakes.
iOS Application Development: Application Lifecycle Management	Understanding and managing the life cycle of an iOS app is an important part of its successful development. In this course, you will learn about the architecture of an iOS app and its execution states. You'll learn how to manage transitions to different states, such as going to the background or foreground. You'll also learn how to manage apps running in the background, including how to implement tasks, download content, and provide notifications.
iOS Application Development: Data, Graphics and Media	Managing data is a key part of an app's functionality. This course covers how to manage settings for an app and how to use different methods to persist and retrieve data. The course also covers how to use CloudKit to create cloud-based apps. Creating visually attractive layouts is crucial for customer engagement and retention. This course covers how to use the different iOS graphics frameworks for graphic presentation. You'll also learn how to use SpriteKit to create gaming apps. Finally, you'll learn how to handle media files and control the camera from within an iOS app.
iOS Application Development: Optimizing Apps	App extensions provide users with access to an app's functionality. In this course, you'll learn how to incorporate app extensions for sharing, photo editing, and custom keyboards. The course covers how to implement different search techniques and how to integrate HealthKit, users' contacts, and web content in your apps. The course also covers how to implement multitasking in your iOS app. It also covers how to localize your apps and incorporate right-to-left language support. You'll learn how to use view debugging and TestFlight to test your apps. You'll learn about implementing app thinning for multiple platforms and how to incorporate app icons and launch screens.
iOS Application Development: iOS 10 Features	iOS 10 is the latest version of Apple's mobile operating system. It builds on iOS9 to expose more features and functionality that developers can use to create apps. This course covers some of the features iOS 10 provides such as Siri and Spotlight Integration. This course also covers iMessage applications, iOS10 style notifications, and configuring apps and device displays to work with True Tone and Wide Color.
Programming in the IoT Arena	This Learning Path (short course) will introduce the learner to programming devices that operate within the Internet of Things (IoT) arena. Focusing on the two major programming platforms, Java and .NET, the course content will introduce the learner to the programming language support/frameworks for Internet-aware, IoT-resident mobile and embedded devices
Java EE 7 Front End Web Application Development: Getting Started	It's important to understand the architecture of a Java EE application and its development process. This course covers these areas and highlights the technologies involved in developing Java EE 7 front-end web applications. It also looks at standard Java technologies such as JavaBeans and annotations that can be incorporated into Java EE applications.
Java Multi-Tenant Cloud Application Programming Fundamentals	The Oracle WebLogic Server platform has specific features for multi tenancy cloud applications, including resource groups and virtual targets. This course covers setting up an application on the WebLogic Application Server. It goes on to configure the application and platform for multi tenancy.
Scala Functional Programming and Collections	Scala mixes programming paradigms, and so presents a challenge to programmers coming from any other language. This course explores the use of functional programming in Scala as well as the Collections library and its uses.
Scala Pattern Matching, Interoperability, and Concurrency	Scala mixes programming paradigms, and so presents a challenge to programmers coming from any other language. This course explores the use of pattern matching, Java interoperability, and concurrency.
Programming Fundamentals	Many of the basic components used when programming are common to most modern programming languages, and learning these fundamentals is vital to the software development process. In this course, you will learn some of the more common components used including variables, arrays, operators, strings, and data structures such as lists, stacks, and queues. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft certification exam Software Development Fundamentals (Exam 98-361), which is part of the Microsoft Technology Associate (MTA) certification track.
Introduction to Express	Express is a simple, yet powerful, framework for NodeJS. In this course, you will learn how to use Express, the Express API, and the powerful Routing capabilities built into Express. You will also be introduced to the express-generator and a simple Express NodeJS web app.
Features of the Zend Framework	The Zend framework 2 can greatly increase the speed in which you can create functional, robust web applications when programming with the PHP scripting language. In this course, you will learn what is needed to use Zend to assist you in your web development projects. In addition, the fundamental components associated with the Zend framework, including modules, controllers, views, and forms are examined and explained using code examples to illustrate their use.
Databases and Advanced Features with the Zend 2 Framework	Most web applications developed today need to access databases at some point. The Zend 2 Framework provides the necessary tools to assist you in connecting to and manipulating data in databases. In this course, youâ€™ll learn how to use Zend in your PHP web applications to provide database connectivity and how to code the actions needed to manipulate the data. In addition, you will also learn how to customize the web layout, including altering the header and footer, and adding breadcrumb navigation for users of your application. Finally, you will learn how Zend can be used to add internationalization, e-mail notification, and authentication to your PHP web applications.
OSHA Recordkeeping Impact: OSHA's Form 301	The OSHA Form 301 is an injury and illness incident report. Together with the Forms 300 and 300A, the Form 301 helps employers and OSHA better understand the extent and severity of work-related incidents. In this Impact series installment, Jenny Fuller explores OSHA's Form 301.

Course	Description
OSHA Recordkeeping Impact: Privacy Cases	Particular injuries and illnesses that occur in the workplace may be considered private and so require confidentiality. In this Impact series installment, Jenny Fuller explores privacy cases in OSHA recordkeeping.
OSHA Recordkeeping Impact: Non-recordable Cases	While every incident in the workplace that results in an injury or illness should be documented, not every incident needs to be reported to OSHA. In this Impact series installment, Jenny Fuller explores non-recordable cases.
Respiratory Protection Impact: Responsibilities	Hazardous air contaminants should be controlled as they can cause serious injury or death. When engineering controls cannot regulate exposures to hazardous air contaminants, respiratory protection can be used. Employers are responsible for their employees' safety and should develop a respiratory protection program with work site-specific procedures. Employers should also provide appropriate training to the employees regarding the use of respirators. It is the responsibility of each employee to follow their company's safe work practices in respiratory protection procedures. In this impact series, Leo Old talks about responsibilities.
Respiratory Protection Impact: Inspections	Respirators need to be inspected regularly to check if the respirators are functioning properly. Each component of the respirator such as filter cartridges, facepieces, head straps, and valves are checked to look out for the obvious signs of damage. Damaged components are replaced so that the quality of the respirator is not compromised. In this Respiratory Protection Impact series, Leo Old talks about inspections.
Hand and Power Tool Safety Impact: Grinders	When using grinders, employees need to understand the hazards associated with these tools and follow some basic safety procedures to avoid injuries and fatalities. In this Hand and Power Tool Safety impact, you'll learn the control measures to be implemented when working with grinders.
Hand and Power Tool Safety Impact: Electrical Tools	Electrically powered tools can be risky to use due to the power supply that it runs on. Workers need to take precautions against electrical shocks. In this impact series, Rick Faletti talks about risks and control measures associated with electrical tools.
Lockout/Tagout Impact: Program Overview	The lockout/tagout program is a written program that addresses the control procedures and training requirements necessary for employees to lockout or tagout devices or equipment in a work area. In this impact series, Rick Faletti talks about different components and training requirements of a lockout/tagout program.
Slips, Trips, and Falls Impact: Specific Applications	Slips, trips, and falls have the potential to cause injuries in workplaces, schools, and homes. In worst cases, it can even lead to death. Specific prevention measures to avoid such pitfalls should be implemented thoroughly. In the Slips, Trips, and Falls Impact series installment, Leo Old explains specific applications.
Slips, Trips, and Falls Impact: Stairs	Stairs of all types are inherently hazardous and people might fall on them, get hurt, or even get killed in the process. There are several features to consider when determining whether or not the stair is safe for use. In this Slips, Trips, and Falls Impact series, Leo Old talks about identifying safe work practices for using stairs.
Laboratory Safety Impact: Emergency Guidelines and Procedures	Employees working in a lab should be familiar with the lab's chemical hygiene plan and other emergency guidelines and procedures. In this impact, Ava C. Dykes describes the best practices to prepare for an emergency in the lab, steps to report a lab emergency, and recommendations to handle a fire incident in a lab.
Administrative Support: Developing Your Essential Skills	As an administrative support professional, every task you complete successfully leaves a positive impression of not only yourself but of your manager â€" and often, of an entire team or department. The ability to support your manager and team effectively and professionally is essential to both your own and your manager's success. After taking this course, you'll be able to master standard administrative support skills that every administrative professional needs to perform on a regular basis. You'll learn about the classification systems used for sorting records, key tasks involved in arranging business travel -- including considerations for international travel, and the steps for planning and scheduling meetings, as well as the key techniques for recording meetings.
Administrative Support: Projecting a Positive Professional Image	There are many skills and competencies you must master as an administrative professional, from organizational skills to technical aptitude. In order to be truly successful, you must also master the ability to gain the trust, respect, and admiration of your boss and colleagues. At the same time, you need to remain true to yourself while expressing yourself to others, making decisions at work, or navigating through office politics.This course introduces best practices for making a good impression as an administrative professional. You'll learn how to project a positive professional image by building credibility. You'll also explore the importance of communicating honestly, respecting others, and having a positive outlook in order to create a positive work environment. Finally, you'll learn how to practice positive office politics to enable you to put your best foot forward in the organization.
Developing an Effective Business Case	Presenting a business case to the executives of your company is a daunting task. That's why you need to put time and effort into planning, writing, and presenting a winning business case. This course prepares learners interested in the development of effective business cases. You'll learn what a business case is and when one is used, how to align it with your company's goals, what research you need to do, and what information should be included in your business case. Finally, you'll learn how to present your business case to decision-makers.
Writing Effective E-mails and Instant Messages	E-mail has become an indispensable part of the way organizations communicate, conduct business, and maintain their operations. Knowing e-mail etiquette is key to using this business tool effectively. It can help ensure you get messages across quickly, appropriately, and concisely. This course introduces tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.
Sending E-mails to the Right People	Sending an e-mail to the wrong person, or excluding the right person, hinders effective communication. This course focuses on how to address and distribute e-mails. Specifically, you will be introduced to best practices for deciding who to send e-mails to and how to flag e-mails appropriately. The course also covers proper etiquette for forwarding e-mails and using reply and reply all. In addition, it highlights some poor copying practices to avoid.
Organizing Your E-mail	E-mail has dramatically increased the volume of communication and the amount of information that the average office worker needs to process every day. To keep up, you must sort, file, respond to, or delete every e-mail that comes to you during a business day. This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives direction on how to recover important information should you lose an e-mail.
Keeping Business Calls Professional	In business, one of the oldest communication tools is still among the most important â€" the telephone. It's crucial to create a positive impression, even when using the phone. In this course, you'll learn about some basic rules of etiquette to help you keep your business calls professional. You'll explore general best practices, and how to make and receive calls professionally. You'll also learn best practices for using a cell phone, and how to record and leave effective voicemail messages.
Using the Parts of Speech	The parts of speech are the building blocks of sentences, so learning about them can help you skillfully combine words into meaningful sentences. This course describes the eight parts of speech and shows how to use them effectively and correctly.
Getting the Details Right: Spelling Basics	Spelling errors are all too common. A wrong letter here, an extra letter there, and your reader loses faith. Knowing the rules, as well as the exceptions, when it comes to details like spelling can help you write clearly without errors. This course explains how to spell words with prefixes and suffixes, and how to form the plural and possessive forms of words. It also covers general rules on how to spell correctly and presents tips to help you become a better speller.
Abbreviating, Capitalizing, and Using Numbers	No doubt you've had to use abbreviations, capital letters, and numbers in your business writing. But are you using them correctly? This course presents the basic rules related to capital letters, abbreviations, and numbers. It covers abbreviations of titles, names, locations, and countries, as well as how to capitalize direct quotes, titles, names of organizations, and product names, among other elements. In addition, you will be introduced to the forms and uses of numbers with dates and time, money, fractions, and symbols.
Using Punctuation Marks	Punctuation is the collection of marks used to separate sentences and their parts. Appropriate punctuation will make your meaning clear and less likely to be misinterpreted. This course covers the standard rules and guidelines for using punctuation marks, including the correct use of periods, question marks, and exclamation points. It also covers how to correctly use commas, one of the most common punctuation marks. The course includes rules for using different connecting and separating marks, such as colons, semicolons, dashes, and hyphens. In addition, it shows how to properly use apostrophes, parentheses, brackets, and quotation marks.
Creating Well-constructed Sentences	Syntax is the grammatical term for arranging words to create logical phrases, clauses, and sentences. Well-constructed sentences express an idea by using the parts of speech in a logical and clear order. A misplaced modifier might get a chuckle out of the reader, but it doesn't help your reputation or that of your company. In this course, you'll review basic sentence construction, including how to develop sentences that are logical, clear, and powerful â€" the basis of any sound business document. The course examines the parts of a sentence â€" the subject and predicate, for example â€" and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents. You'll also find out how to identify and fix some of the most common types of sentence errors.
Troublesome Words and Phrases: Common Usage Mistakes in Writing	The many nuances and conventions in the English language make it diverse and interesting but sometimes difficult too. It's a good idea to familiarize yourself with some of the most common errors of usage. This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused â€" for example, affect and effect or apprise and appraise. In addition, the course reviews some idiomatic combinations of verbs and prepositions that can be confusing.
Planning an Effective Presentation	Concern about the impact of a presentation can inspire presenters to raise their game, enabling them to get the desired results. A presentation can be immeasurably improved if the presenter devotes sufficient time and attention to planning. In this course, you'll learn how to define and understand your audience's characteristics, knowledge, needs, and responses. You'll also learn how to organize your presentation's timing, purpose, key points, and approach. Finally, you'll learn about different presentation methods and when they're most effectively used.
Building Your Presentation	For a presentation to be effective, it needs to have a sound structure. To ensure that your presentation has this structure, you should transform your ideas about its purpose, audience, and key points into notes and aids that will guide you. In this course, you'll learn how to write the key parts of a presentation so they're memorable and effective. You'll also learn how to select and use presentation and visual aids. Finally, you'll learn how to rehearse your presentation â€" a key step in building confidence for the real thing.
Ensuring Successful Presentation Delivery	Presentation excellence can be achieved when the standard of your delivery matches the quality of your content. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your presentation. You'll also learn techniques for managing stage fright and using your voice and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session and the impact this has on your credibility.
The Art and Science of Communication	There is a science behind communication, including how we react neuro-physiologically to others â€" their actions, words, tone, and body language. You can develop skills in connecting with others so that your communication intention is clear and understood. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. Interpersonal communication is complicated: there's more than just one conversation happening. There is what you're thinking and saying as well as what your audience is thinking and saying. This course will teach you the art and science of communication by discussing how to connect with your audience and how to enhance and strengthen that connection as you communicate.
Making an Impact with Non-verbal Communication	To our earliest ancestors, non-verbal communication was communication! The primitive parts of our brains are still wired to respond automatically when we're afraid, threatened, disgusted, surprised, or happy. But we've come a long way in our development and understanding of our brain's ability to respond and communicate in valuable, non-verbal ways. In this course, you will find out how our attitude, posture, gestures, facial expressions, and tone have great impact on our communication.
Trust Building through Effective Communication	Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.
Choosing the Right Interpersonal Communication Method to Make Your Point	Today there are more communication methods than ever before. Choosing the right method for the situation can have a huge impact on how your method is received. The further you stray from communication methods that are rich in personal attributes, the more likely it will result in a one-way communication. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across and leaving your audience feeling informed, enlightened, and engaged.
Become a Great Listener	When communicating, the response from the communication recipient is as important as the message that's given. When you're on the receiving end of a communication, you have the responsibility to be receptive and understand what was intended. This requires two essential skills: listening and questioning. In this course, you'll work on sharpening those skills, as well as getting yourself in the right receptive mind-set for communicating.
Do We Have a Failure to Communicate?	Communicating effectively can be challenging when the message is difficult. Because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them. By showing patience, perseverance, and accountability, you can get communication back on track and reach mutual understanding and agreement.
Overview of the ITILÂ® Service Lifecycle	Organizations that provide IT services to internal or external customers need to have the capabilities to manage these services, and good practices to ensure capabilities are fully utilized. In this course you'll learn about the ITILÂ® framework, including its benefits and role in IT service management. This course also covers the stages, purpose, scope, and value of the ITILÂ® service lifecycle. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Service Strategy Concepts	It's critical for IT service providers to regularly evaluate and optimize the services they provide in light of their strategic goals. Service Strategy is a stage of the ITILÂ® Service Lifecycle that helps IT organizations create value for their organizations through their service assets. In this course you'll learn about fundamental service strategy concepts like internal and external services, and stakeholder groups. This course also covers service automation, strategy management, and service portfolio management. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under license of AXELOS Limited. All rights reserved.
ITILÂ® Service Strategy Processes	A well-executed service strategy that encompasses proper demand management, financial management, and customer relationship management results in both customers and IT service providers achieving their goals. In this course you'll learn about the demand management process, including the purpose and benefits of service level packages. You'll also learn about key financial management concepts and the importance of the business case. This course also covers the business relationship management process, including its scope and key challenges. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Service Design Concepts	Aligning IT services with business objectives and needs is critical for effective IT service management, and the design specifications to provide these IT services must be well-planned to ensure this vital alignment. In this course you'll learn about the key concepts of the service design stage of the ITILÂ® service life cycle, including the five aspects of service design. This course also covers service solution considerations to keep in mind, the elements of architectural design, and enterprise architecture components and roles. Finally, you'll be introduced to process design, including the elements of a process, types of metrics, and the benefits of metrics trees. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under license of AXELOS Limited. All rights reserved.

Course	Description
ITILÂ® Service Design Processes	Effective IT service solutions must be designed to meet all IT service provider and customer needs. In this course you'll learn about the processes in the service design stage of the ITILÂ® service lifecycle including their purpose, expected benefits, scope, and key activities. This course also covers the management roles involved in service design processes and their key responsibilities. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Service Transition Concepts and Processes	Successfully transitioning planned and designed IT services into the live environment is a key step towards valued IT service management. In this course you'll learn about the service transition stage of the ITILÂ® service lifecycle, including service transition scope and policies. This course also covers the key processes of service transition, including best practices and key activities for release and deployment, knowledge management, transition planning and support, validation and testing, and change management procedures. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Service Operation Concepts	IT services are only achieve their true value when the planned and expected benefits are realized. Service operation is the stage of the ITILÂ® service life cycle in which the work is carried out to deliver and manage services at the agreed levels to business users and customers, therefore delivering the value promised. In this course, you'll be introduced to the service operation stage of the ITILÂ® service life cycle, including its purpose, benefits, and scope. You'll also learn about the effective communication techniques necessary during service operation activities. This course also covers the four key service operations functions including the service desk, technical management, IT operations management, and application management. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Service Operation Processes	Organizations need to effectively coordinate, manage, and control their day-to-day operations for providing IT services, and the service operation stage of the ITILÂ® service lifecycle provides best practices for doing so.In this course you'll learn about the key processes of service operation, including the scope, principles, and steps of the incident management process. You'll also learn about problem management, including best practices for detecting, logging, categorizing, and investigating problems. This course also covers the event management process, request fulfillment processes, and access management.This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
ITILÂ® Continual Service Improvement	Organizations striving for long-term sustainability need to be able to build upon and improve services throughout their lifecycle. The Continual Service Improvement (CSI) stage of the ITILÂ® Service Lifecycle that provides IT organizations the tools and processes necessary to continually improve their services. In this course you'll learn key considerations and best practices for continual service improvement activities. You'll also learn about the CSI register, and what information it should include. This course also covers the purpose and seven steps in the CSI process, including key activities that you perform. This course is one of a series in the Skillsoft learning path that covers the objectives for the ITILÂ® Foundation Certificate in IT Service Management. ITILÂ® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
Interacting with Customers	Failing to realize the importance of customer service and effective communication can lead to increasingly dissatisfied customers. This course provides valuable advice on how to improve your interactions with customers, including how to overcome barriers to communication as well as how to speak effectively, use vocal cues, and listen actively and use paraphrasing to convey your understanding of the customer's needs.
Communicating Effectively with Customers	Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must understand how to adapt to these different styles and emotions before the customer's problems can be dealt with. This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.
Controlling Conflict, Stress, and Time in a Customer Service Environment	Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable. For the Customer Service Representative (CSR), understanding the emotional needs of each customer, adapting to how they communicate, and solving their problems can be extremely stressful and time consuming. In this course, you'll learn how to identify and resolve conflict, negotiate with customers, develop strategies to better manage time and stress, and explore how a positive approach and attitude can benefit customer interactions and bring them to a satisfactory conclusion.
Dealing with Customer Service Incidents and Complaints	Failing to realize the importance of customer service and effective complaints handling leads to increasingly dissatisfied customers. Organizations need to be able to address the needs of customers in an effective and efficient manner. This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to provide accurate documentation for incident reporting, and how to handle difficult customers.
Polishing Your Skills for Excellent Customer Service	As a customer service representative (CSR), creating a support culture that focuses on your customers' needs is key. In this course, you'll learn how to project an excellent service attitude that will enhance your interaction with your customers. You'll also explore how to establish effective customer relationships and involve customers in problem solving. In addition, you'll discover methods to communicate effectively in a cross-cultural customer support center or help desk environment.
Rapport Building in Customer Service	Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to build rapport with customers by paying close attention to their needs, connecting with them, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.
Providing On-site Customer Service	When you meet customers on their turf, your initial meeting forms the basis of their overall impression of you, your abilities, and your company. You can enhance the impressions you make in the field by using a few tried-and-true techniques. In this course, you'll learn about guidelines and techniques for each stage of an on-site customer service visit: preparation, arrival, service, wrap up, and follow up. You'll also learn how to make a good impression in the field by starting service visits on a positive note, setting clear expectations, listening actively, and working to improve your customer's understanding.
Providing Telephone Customer Service	When you're providing customer service over the phone, without face-to-face interaction, it can be challenging to establish the right relationship. There are many techniques that can help you consistently deliver the best customer service over the phone. In this course, you'll learn basic etiquette tips for answering, managing, and ending customer service calls. You'll also learn how to make a good impression by listening, using questions to probe for more information, minding your tone, and empathizing with the customer. Finally, you'll learn ways of reflecting or adapting to your customer's style.
Providing Effective Internal Customer Service	When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of service delivered to external customers. In this course, you'll learn about types of internal customers and how to identify internal customer service relationships. You'll also learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service.
Facing Confrontation in Customer Service	One of the most challenging and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques, you can usually defuse tense situations without incident. In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding or overcoming them. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.
Designing a Customer Service Strategy	There are several defining moments, or moments of truth, that can make or break every service transaction. To successfully navigate these moments of truth, it's important for service organizations to add value to a customer's experience by creating and implementing strong, clearly defined service standards. In this course, you'll learn about techniques used to shape the direction of customer service in an organization, including mapping, researching, taking action on, and evaluating moments of truth. You'll also learn how to develop and implement customer service standards and strategies.
Hitting the Recruitment Bull's-eye	One of the most significant challenges facing organizations is finding qualified employees. This course covers how to attract the talent needed to meet your organization's needs, and the recruiting techniques to use to make this happen. You will learn to consider the needs of the organization as well as the needs of the potential employees. You'll also learn how to appeal to recruits by tapping into what is important to them in a job. The course also prepares you to establish and implement a recruitment strategy.
Applicant Screening: The First Step in Hiring the Best	Finding the right person for the job takes a lot of work, and much of this work is done prior to the actual interview. This course covers how create a job description, which will help you evaluate applicants' resumÃ©s effectively. You'll learn key techniques for screening resumÃ©s based on job requirements, as well as how to identify red flag issues in resumÃ©s and how to deal with them. These techniques will take you one step closer to hiring the best people.
Ensuring Onboarding Success	Managers are key to ensuring the success of employee onboarding programs. This course provides managers with an insight into their unique role and outlines the benefits they reap from properly onboarding new hires. It also covers the key elements of an effective onboarding program and explains how onboarding is different from traditional orientation. A successful onboarding program can increase employee acclimation and productivity as well as greatly decrease employee turnover, as new employees feel engaged and motivated in their new roles.
Planning for Skills Needs and Managing Performance	HR departments need to support their organization's key strategies and help them in the fight to remain competitive. A key way that HR can do this is through effective talent management. In this course, you'll learn about the role of HR in talent management, how to identify the skills your organization needs, how to satisfy these needs through planning to recruit, train, and promote talent as your organization requires it, and how to manage performance successfully within the framework of talent management.
Building Career Development Programs and Succession Planning	An organization can't achieve its strategic business goals if it doesn't have the needed human capacity and skills - the talent - to do this. Managing talent effectively means your organization will have a total workforce optimized for overall success in achieving its goals. In this course, you'll learn about creating development programs for everyone from emerging employees through to experienced leaders by considering key concepts of career development, leadership development, and mentoring. You'll also learn how to maintain a qualified talent pipeline through effective succession planning. You'll explore succession planning activities, and learn how to create a succession program and analyze its success after implementation.
Implementing Transformational HR	In an ideal world, your HR department's tasks are defined and aligned with the goals of the organization. HR has a seat at the executive table, helping to set and implement strategy throughout the organization, and all the day-to-day administrative HR activities efficiently support the organizational strategy. This is transformational HR.In this course, you'll learn about the difference between traditional transactional HR and transformational HR and the importance of involving HR in organizational strategy. The course also describes how to make your HR function more transformational and how to educate management on the importance of a strategic partnership with HR.
Individual Behavior in Organizations	To improve the organizational dynamics in your workplace, you need to start with the individual, which means you need to be able to recognize and work with different individual behaviors, attitudes, and perceptions. In this course, you will learn about variables and characteristics that influence an individual's behavior, attitudes, and perceptions in the workplace, and how these can affect performance. The course also demonstrates how you can improve the attitudes, perceptions, and behaviors of employees at an individual level within your organization.
Motivating Your Employees	Motivation is what drives people to accomplish things. Without motivation, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your organization. This course provides you with an understanding of why motivating strategies are important as a leader. It also provides you with practical techniques for encouraging motivation among employees in your organization.
Communicating Vision to Your Employees	Leaders should strive to communicate vision with a sense of integrity, building trust as individuals and as leaders. This course provides a general introduction to vision communication, including its nature and its purpose. You will be guided through numerous techniques and methods for a leader to successfully communicate vision, such as personalizing and multiplying a clear message, communicating enthusiasm in an authentic way, and making the organization's vision the employees' own vision.
Key Elements of Business Execution	Business execution is the 'how' of getting things done. As a leader, you must be skilled in driving strategy in the right direction through business execution. In this course, you'll learn about techniques for fostering a business execution culture. You'll also learn about characteristics of business execution cultures. Finally, you'll learn about the three main elements of business execution: planning, people, and practice.
Building Innovation Cultures and Leaders	Innovation is a critical component of just about every organization. Building and supporting an innovative culture is a responsibility for leaders and employees across organizational hierarchies. In this course, you'll learn about business innovation cultures and types of innovation leadership. You'll also learn about the importance of committing to aspects of innovation, including experimentation, risk management, and project execution. Finally, you'll learn how to attract and nurture innovation in your organization.
Building a Leadership Development Plan	Creating your own leadership development plan is a significant part of any successful and valuable leadership development strategy. This plan will help ensure you remain focused on what is required to continually grow and develop as a leader. In this course, you'll learn about how to assess yourself as a leader, establish a vision for the future, and identify obstacles to that vision. You'll also learn about practical approaches for setting objectives, identifying appropriate actions, and sustaining your leadership development plan. Finally, you'll learn how to evaluate your plan.
Aligning Unit Goals and Imperatives	Getting your priorities straight, no matter where you are in your organization, is about keeping a focus on your goals. It requires you to think about the bigger picture to ensure your department's work effectively supports the strategic objectives of your organization. In this course, you'll learn about the importance of setting strategic, tactical and operational goals. You'll also learn how to create effective unit goals and align them with company goals. Finally, you'll learn how to identify imperatives for action that keep you focused on meeting your objectives.
Positive Atmosphere: Establishing an Engaged Workforce	An engaged workforce creates a positive work environment that boosts productivity, encourages creativity, and helps you retain talented employees. This in turn will make your organization more profitable and innovative. In this course, you'll learn about the benefits of an engaged workforce. You'll be able to recognize common qualities of engaged employees, understand what drives employee motivation, and recognize commitment challenges. You'll also learn how employee engagement links to the bottom line by reducing turnover.
Becoming an Inspirational Leader	People are inspired when they trust their leaders and are mobilized by common goals. When you strive for inspirational leadership, you demonstrate credibility and create a community with a shared vision. In this course, you'll learn about the characteristics people look for in an inspiring leader. You'll also learn about traits and behaviors that inspirational leaders exemplify. Finally, you'll learn about the role of clear, credible, and persuasive messages in inspirational leadership.
Assessing Your Own Leadership Performance	Monitoring your own progress as you develop is a simple and effective way to ensure success in your role. Knowing how to self-assess your leadership skills and competencies is important if you want to chart your development and plan your future growth as a leader. In this course, you'll learn about techniques leaders can use to carry out a self-assessment, such as reflective journaling, surveys and checklists, and 360-degree feedback. You'll also learn ways to increase your motivation and manage your own learning by creating a leadership development plan.
Gender and Leadership	While women are a very much a minority at the highest levels of leadership, more women hold leadership positions now than ever before in our history. The traits that are typically associated with leadership - assertiveness, trustworthiness, intelligence - are just as common in women as they are in men. What are the obstacles that women face on their path to leadership? This course will examine the issues facing women leaders and you'll learn about how to change your personal views to help overcome these issues, including why gender still matters. You'll also learn how to develop competence, confidence, and a personal brand.

Course	Description
Choosing to Lead as a Woman	According to studies, the majority of people believe that women are just as capable of being good leaders as men. And many think that women and men equally share key leadership traits such as intelligence and capacity for innovation, and are often more compassionate and organized leaders. In this course, you'll learn how to capitalize on your natural strengths as a woman to showcase your competence, enhance your leadership skills, and communicate and network effectively.
Career and Family Challenges for Women Leaders	Women face unique challenges in the workplace, including the difficulty in balancing work and family. Their experience in running both a family and a career also provides them with unique value and perspective. In this course, you'll learn how to conquer some of the challenges of career and family, including building a support system, overcoming the perfection mindset, and reframing your limiting beliefs.
The Reality of Being a First-time Manager	Most new managers don't realize how much their new role differs from that of an individual contributor. Often, they have misconceptions about what managing entails, and they may be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a manager are very different. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.
Facing Challenges as a First-time Manager	High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed and the need to prove you belong in a management position. Establishing credibility early and building new working relationships can go a long way in helping a first-time manager succeed in adjusting to his or her new responsibilities. This course describes ways to establish credibility and manage former colleagues effectively. You'll also learn how to balance conflicting expectations as a manager.
Effectively Directing and Delegating as a Manager	Understanding the essential responsibilities you have when directing and delegating to others, and the practices you should employ in order to meet those responsibilities, will lead to you fulfilling your duties and realizing the potential of your entire team. This course provides information on the key proficiencies of setting direction and establishing clear objectives and goals for your direct reports are explored. The importance of organizing, as well as communicating for clarity and direction, are discussed. This course also covers the best practices for planning delegation and the techniques you need to carry through with delegation. Finally, the course details the importance of monitoring delegated tasks to ensure employees are on the right track.
Managing Employee Development	A key aspect of managing is developing your employees, which involves not only coordinating their work but also empowering them and providing opportunities for growth. This course details tactical strategies for developing your employees including assessing their development needs. Also covered are methods for creating a development plan with your employees based on their individual requirements, and ways to support the development plan by creating opportunities for practice and growth in skills and abilities. This course also introduces ways to continue supporting employees through follow up and monitoring, and ongoing and timely feedback.
Facing the Management Challenges of Difficult Behavior and Diverse Teams	As a manager, you will inevitably encounter difficulties when dealing with your employees. Two areas you may experience this in is dealing with difficult behavior and managing diverse teams. Whether they are blatant or less obvious, behavioral problems need to be addressed before they affect morale and productivity. Likewise, it's important to consider the needs of all employees, no matter their backgrounds. This course covers best practices for confronting your employees about their difficult behavior and well as the key aspects of managing a diverse workforce effectively.
Being a Fair and Caring Manager	To be an effective manager, you need to develop many different skills. Among them are the abilities to treat employees fairly and show them care and appreciation. This course focuses on what fairness means in the relationship between managers and their employees and discusses areas where showing fairness is most essential. It also provides techniques that you can use in order to demonstrate fairness while managing your direct reports. This course also describes what it means to be a caring manager and ways you can show that you have these characteristics.
Keeping Top Performers Challenged	How do you move your company to drive results and take a prominent place in the market? By engaging your top performers â€" those employees who consistently bring high levels of performance and positively influence the culture of your organization. Managers and leaders need to know who their top performers are, how they're different from other employees, and how to ensure they stay committed and engaged by providing challenging work and development opportunities. In this course, you'll learn about the characteristics of top performers and the benefits they bring to an organization. You'll learn how to improve your workplace and leadership skills so that they both attract and meet the needs of top performers. You'll also learn how to communicate effectively with top performers and explore the ways top performers like to communicate with others.
Planning an Effective Performance Appraisal	Preparing for appraisals takes time, but the extra effort can transform a routine bureaucratic chore into a process that helps you, your employees, and your organization. In this course, you'll learn why performance appraisals are important. You'll be introduced to the elements that contribute to an employee performance plan. You'll also learn how to monitor ongoing performance, which will help prepare you for future employee appraisals.
Creating a Plan for Performance Management	Having a performance management system in place can focus attention on results that count, boost productivity, align team and individual activities with organizational goals, and improve morale, all of which help ensure individual and team performance produce the desired outcomes for organizational success. In this course, you'll learn about the nature and benefits of performance management. The course outlines the five phases of a performance management system. It then explains how to recognize critical success factors and ensure effective key performance indicators, and explains the key components of developing role profiles.
Detecting and Dealing with Performance Problems	When you recognize performance problems early and diagnose them accurately, you can help turn them around and avoid serious consequences. Whatever their scope, frequency, or magnitude, you must intervene early, involve the employee, and uncover the true root causes in order to find the best possible solution. This course explains how you can detect, identify, and question problems in your workplace. It enables you to determine the scope, frequency, and impact when they occur. And it shows you how to diagnose root causes, both external and internal, on your way to finding the best solution.
Gauging Your Organization's High-performing Potential	High-performance organizations are those with a competitive edge but facilitating such an environment requires the right skillset. This course helps you assess your organization's potential for high performance in terms of its mission statement, strategy, performance measurement strategies, customer orientation, leadership, and culture.
Managing for Cross-functionality	Cross-functional management involves managing in a way that bridges the functional silos that constrain your organization. This course defines organizational cross-functionality and its benefits. It helps you develop techniques to support a cross-functional strategy throughout your organization. And it shows you how different types of knowledge management systems can play a role in implementing that strategy.
Managing Your Company's Talent	Talent management focuses on recruiting, hiring, developing, and retaining the right talent to drive an organization's performance. This course covers why effectively managing talent is so important and how to plan for talent management. In addition, this course identifies the key activities associated with talent management and describes the roles played by managers in implementing a talent management strategy.
Managing the Unique Needs of Experts	Managers rely heavily on experts for the in-depth knowledge needed on the job. These experts have unique needs in the workplace. This course explores the characteristics of the experts on your staff; outlines what they want from you, their manager; and covers techniques and strategies to help you meet their needs.
Fostering Mentoring Relationships	Mentor relationships are key to enabling success in both your personal and professional lives. This course covers the benefits of mentoring programs for employees, mentors, and the organization as a whole and explores the differences between mentoring and coaching relationships. It also details what makes a mentoring program successful, considering the various mentoring models and approaches and how each contributes to making a mentoring program a good experience for all involved.
Maintaining a Cohesive Multigenerational Workforce	To manage a multigenerational team, you need to understand the diversity of your employees and apply various strategies to divert conflict between them. If you tap into the potential of this diversity, you'll create a more productive, collaborative, and innovative work environment. In this course, you'll learn about the generational differences in approaches to work and communication. You'll also learn strategies to manage your team in a way ensures your team members feel included, respected, and supported. Additionally, you'll learn how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.
Managing Multigenerational Employees	Many influences have shaped the lives and work experiences of various generations, namely, Baby Boomers, Generation X, Millennials, and Generation Z. Because each generation has its own distinct attitudes, priorities, and work habits, managers can get the best from each generation by using strategies that recognize the differences. In this course, you'll learn about the best practices and successful techniques for managing these generational employees in the workplace.
Being an Effective Manager When Times Are Tough	Companies may face tough times, for example due to economic hardship or even extreme growth. It's during these times that your role as a manager is vital. The employees you manage and your organization as a whole will depend on your leadership to help see them through. In this course, you'll learn specific strategies for weathering difficult times, including ways to reduce costs, how to communicate with employees and secure their support, and what alternatives to consider before laying off staff. For when there's no other choice, you'll learn how best to plan and implement staff reductions. You'll also learn about opportunities you can use to strengthen your organization during difficult times.
Managing Motivation during Organizational Change	A key challenge for managers is keeping employees motivated and productive during times of change. To survive and grow in volatile markets, organizations have to embrace change; they have to innovate and adapt. However, because change involves uncertainty, it's stressful, and it can evoke fear and resistance among employees â€" just at a time when an organization needs everyone to pull together and give their best efforts. In this course, you'll learn how to recognize and manage employee stress, as well as your own stress, during periods of change. You'll also learn about common reactions to change, and ways to motivate and support employees.
How to Manage Difficult Conversations	For managers, approaching a difficult conversation â€" whether it's with a direct report, colleague, or manager â€" can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. With the right preparation and mindset, you can make sure this doesn't happen. In this course, you'll learn some basic guidelines about when and where to initiate a difficult conversation, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and able to manage the conversation constructively. Finally, you'll learn how to demonstrate that you have the right mindset during the conversation so that it has the best possible outcome.
Strategies for the Modern Public Relations Professional	Public Relations has always been a balance of persuasion, information, and communication - but these terms imply a one-sided relationship. The rise of social media and lightning-fast news cycles requires that modern PR professionals engage more with their audience and build and maintain relationships. In this course, you'll learn the fundamentals of modern PR, including new research methods, how to create and maintain relationships with your influencers, and how to react when things go wrong. You'll also learn how to build and monitor a successful PR campaign.
Writing Skills for Public Relations	Writing is an essential skill and responsibility for all public relations professionals. Good writing is often time consuming and doesn't always come easy. In this course you'll learn how to develop your key message, create and distribute attention-grabbing press and social media releases, and manage an engaging social media campaign.
Bridging the Diversity Gap	Without diversity in the workplace, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within the organization who carry out the mission of the organization. This course focuses on what diversity is, how to leverage the diversity within the organization, and the barriers that must be overcome to create a diversified working environment.
Your Role in Workplace Diversity	To understand and appreciate diversity in the workplace, you must develop an understanding of yourself and the ways in which you and others view the world. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly and leverage the diversity that exists within the organization. In this course, you'll explore strategies to help you become aware of your attitudes toward diversity, increase your acceptance of diverse cultures, people, and ideas, and become an advocate for diversity within the workplace.
Unleashing Personal and Team Creativity	Believe it or not, everyone has the potential to be creative. If you're struggling to express your creativity then something is getting in the way. The good news is that these barriers can be overcome. At work, it can be especially difficult for individuals to express themselves freely and interact in teams. But with the right approach and techniques, team leaders can provide a safe space that allows everyone to share and contribute their ideas. This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing creativity in the workplace. In addition, it outlines key requirements for promoting creativity in a work environment. And it explores techniques for fostering creativity in teams, including brainstorming and role playing.
Verifying and Building on Creative Ideas	The initial stages of idea generation require an open approach uninhibited by rationale and critique. But sometimes to put those ideas into practice, you need to make sure they'll actually work. This involves checking whether they're grounded in reality and feasible from an organizational viewpoint. Some techniques that can help verify ideas are getting the opinions of key people and using simulations. Building on ideas continues the verifying process by making them more clear, relevant, and practical. This course covers a variety of techniques used to verify and build on creative ideas. It outlines when to use research and when to use simulations to check the workability of an idea. In addition, it discusses ways to build on ideas effectively.
Cultivating Relationships with Your Peers	Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. A supportive peer network can provide you with a wide variety of expertise and institutional knowledge, and enable you to leverage other people's networks. This course explores how you can identify the peers in your organization who are especially important in meeting your goals and how to develop and maintain solid, mutually beneficial relationships with these people.
Building Your Professional Network	A key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts. This course provides you with the essential communication skills required to establish a business network and includes strategies for building rapport with new contacts during networking opportunities. It also covers best practices for maintaining your network so that business contacts can help you achieve your career goals.
Building Rapport with Your Boss	Your boss can be the lifeline to your future. Typically, no one has more influence over your immediate and long-term success than the person to whom you report. Not only can you find enjoyment and reward in your current position, but your boss can be a source of support when you are ready to move ahead with your career. This course teaches strategies for building a strong professional relationship with your boss. It explains various ways you can become aligned with your boss -- even how to give your boss constructive feedback.
Developing Your Business Ethics	It's not always easy to decide between right and wrong at work. Understanding ethics can help you to discern the right thing to do in difficult situations. In this course, you'll learn some basic myths about business ethics, and consider some ethical approaches you could follow at work. You'll also learn about the ethical values that a code of ethical conduct is based on, and learn how to develop a personal code of conduct. You'll explore some obstacles of ethical conduct, and learn strategies for overcoming them. And finally, you'll learn how to make ethically defensible decisions.
Writing and Preparing an Effective Speech	Not everybody is a natural public speaker. Some people are more eloquent and outgoing than others, but that doesn't automatically mean they can deliver an effective speech. In fact, public speaking requires significant planning and preparation. It's a learnable skill. This course teaches you how to prepare for public speaking, including determining your objective and audience profile, choosing your topic, and defining the theme of your speech. It also describes best practices to follow when planning, researching, and writing your speech.

Course	Description
Conquering the Challenges of Public Speaking	Being a competent public speaker allows you to showcase your work and communicate effectively. You won't convey your message â€“ despite spending hours honing it â€“ if you fail to engage your audience, handle audience challenges that arise, and tackle nerves and anxiety. This course explores methods for delivering an effective speech, such as making a good first impression and building rapport with your audience. It discusses techniques for handling challenges during a speech, such as reviving an audience's focus and handling difficult questions or hecklers. Finally, the course introduces strategies to overcome public speaking anxiety.
Aligning Goals and Priorities to Manage Time	Meeting targets and achieving goals consistently regardless of the business situation isn't easy. A big part of doing this successfully is managing time effectively. In this course, you'll learn why it's important to align your goals with your company's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals.
Make the Time You Need: Get Organized	You don't have to manage your time, but the stress and potential for mistakes grows when you don't. To manage time, you need to be organized. In this course, you'll learn strategies for improving your productivity depending on what type of time management personality you have. You'll also learn how to deal with time stealers, create manageable to-do lists, and maintain an organized time management approach.
The Art of Staying Focused	Even if you know what's important to do and have an organized time management routine, losing focus can stop your progress in its tracks. In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no, and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus.
Uncovering and Utilizing Your Talents and Skills	We all have individual talents and skills that make us unique in some way, but you may not be aware of your own skills, or how to use those skills to improve many areas of your life. In this course, you'll learn what is meant by talent and skill, and why it's important to understand what talents you possess. This course also covers techniques for identifying your unique capabilities, and outlines what you should include in a talent action plan to fully utilize and develop your key talents and skills.
Self-improvement for Lifelong Success	We all have areas of our lives to improve upon, and working toward self-improvement has lasting positive impacts on your personal and professional life. In this course you'll learn about the key principles to keep in mind when committing to self-improvement to help keep you on track. You'll also learn how to create a self-improvement plan to organize your self-improvement activities. This course also covers techniques for building and maintaining an effective self-improvement mentoring relationship, and common obstacles you may face so you can overcome them when you are challenged by them in your self-improvement efforts.
Establishing Self-confidence for Life	Healthy self-confidence is critical for success in your life, and not just your personal life, but professional as well. When the people you interact with in daily life sense that you don't feel confident in yourself, they may not feel confident in you either. In this course, you'll learn what's meant by 'self-confidence,' and the behavioral indicators of low and healthy self-confidence levels. You'll also learn how to perform a personal analysis of your current self-confidence levels, so you know which areas to work on. Finally, you'll discover real-world techniques you can use for building and maintaining healthy self-confidence levels.
Procrastination: Admitting it is the First Step	The roots of procrastination are all in your head, but the good news is that there are ways to overcome it. The trick is to figure out what your own personal reason is for putting off what you know you need to do. In this course, you will discover what may be behind your tendency to procrastinate by learning the indicators. Then you'll explore many helpful techniques and strategies for dealing with procrastination, whatever the cause. There are four key areas covered in this course: improving focus, self-motivation, taking action, and becoming more organized.
Beating Procrastination by Boosting Your Creativity and Drive	Everyone could benefit from a boost in creativity. Whether you're in marketing and advertising, management, or software development, all professionals need to be able to come up with original ideas and think outside the box every now and then. But sometimes the pressure to think creatively is the very thing that blocks the flow fresh ideas and results in procrastination. This course focuses on the relationship between procrastination and creativity. You'll learn about how the optimal amount of procrastination actually boosts creativity and can make you more effective at your job. You'll also learn how to use creativity boosters to help you past those times when you're procrastinating a little too much.
Improving Your Memory Skills	Believe it or not, most people have an incredible memory, they just don't know how to use it. Other than rote memorization, most people were never taught memory techniques that really tap into the power of the human brain. In this course, you'll learn about basic memory principles and learn how to use them to memorize and recall almost anything, including speeches, passwords, faces, and lists.
Improving Your Reading Speed and Comprehension	Most people have been taught to read the same way - letter by letter, word by word, and line by line. But that's an inefficient way of reading, especially for those who have a lot to read and very little time to accomplish it. In this course, you'll learn the bad reading habits that keep you from reading more efficiently, and simple tips you can use and practice to increase your reading speed and comprehension.
Understanding Unconscious Bias	Increasing focus on the importance of diversity in the workplace has shed light on another concept: unconscious bias. Though it's rooted in human nature, it's important to understand what unconscious bias is in order to overcome it and build strong, diverse teams. In this course, you'll learn about the different kinds of unconscious bias and how to recognize them in action. You'll also learn about the importance of addressing unconscious bias in the workplace.
Overcoming Your Own Unconscious Biases	Part of understanding the role of unconscious bias in the workplace is admitting to yourself that you have biases too. Once you've accepted it, you can take steps to overcome those biases and embrace workplace diversity. In this course, you'll learn how to recognize and observe your own biases. You'll also learn how to stop, collaborate, and move past your biases. Finally, you'll learn what to do if a bias flares up again.
Overcoming Unconscious Bias in the Workplace	It's not just individuals who face unconscious biases in the workplace; teams and organizations can also operate with shared institutionalized biases. Ensuring a diverse workplace requires seeing past these biases. In this course, you'll learn about the process of overcoming organizational biases and how to function as an inclusive leader. You'll also learn specific tactics for combating unconscious biases in the workplace.
Introduction to Project Management (PMBOKÂ® Guide Fifth Edition)	Project-based operations have become the norm in today's business world. In essence, almost every work effort is a project, from constructing a new building to designing and delivering a new information management system. As projects become the primary method for getting things done and effecting organizational change, it is crucial to choose a good and proven method for managing projects. However, projects cannot be properly managed in a silo. Every aspect of project management is affected by the organization, the social environment, the project's stakeholders, both internal and external, and many other aspects of the context in which the project is carried out. Understanding this context is critical to good planning and good decision-making as the project progresses toward achieving its objectives. This course provides an overview of the project management discipline as outlined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) - Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, it introduces the characteristics of a project, the responsibilities that accompany project management, and the differences between portfolios, programs, and projects. The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes. It will also cover the project stakeholders and the organizational influences on a project. This course provides a foundational knowledge base reflecting the most upâ€“to-date project management information so learners can effectively put principles to work in their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Project Fundamentals (PMBOKÂ® Guide Fifth Edition)	Every project is different. Some are small and straightforward. Others are large and complex. Most are somewhere in the middle. Even though every project is unique, they all have certain attributes in common. Every project has a similar life cycle, starting with an idea, progressing through development, and culminating in the delivery of a finished product or service. A product has a life cycle of its own which is tied into â€“ yet distinct from â€“ the life cycle of the project. All projects have similar overall phases, such as the start-up phase, the planning and design phase, the production phase, and the closing phase. That is all straightforward, but how do a project's phases relate to the stages of its life cycle? Do the natural phases of a project affect the way it is managed? And what types of project management processes should be applied to the specific phases? These are all fundamental questions project managers ask. This course answers these questions and more. It is designed to give project managers and project team members a solid understanding about the nature of projects, how they are structured, and how the structures affect the way they are managed. Specifically, it introduces the concepts of project life cycle, product life cycle, project phases, and project management Process Groups. It provides an in-depth look at how the project management phases interact with each other and with the elements of the project life cycle. The course illustrates these concepts through many examples of small and large projects. Learners will also be introduced to the fundamental source of information for project management professionals: the Project Management Institute (PMIÂ®) and A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€“ Fifth Edition published by PMIÂ®. The course will identify key project management concepts and terms, explore the PMBOKÂ® Guide, and the project management Knowledge Areas. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide - Fifth Edition, published by PMIÂ® Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
The Process Groups (PMBOKÂ® Guide Fifth Edition)	Processes: a set of interrelated actions and activities performed to achieve a specified set of products, results, or services. Good processes, meaning those based on sound principles and proven practices, are a project manager's best friends. Following a set of established processes minimizes confusion and uncertainty for the project manager and all project stakeholders. It ensures the effective progress of the project from initiation through to close-out. In this course, learners will be given an overview of the project management Process Groups as defined in A Guide to the Project Management Body of Knowledge (PMBOKÂ® Guide) â€“ Fifth Edition published by the Project Management Institute (PMIÂ®). Specifically, learners will be introduced to the following project management Process Groups: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. Learners will also discover how the Process Groups interact with the ten Knowledge Areas: Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Stakeholder Management, and Project Procurement Management. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing learners for the PMIÂ® certification exam. This course is aligned with the PMBOKÂ® Guide â€“ Fifth Edition, published by PMIÂ®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMIÂ®.
Agile Principles and Methodologies	Agile projects use of short work iterations and incremental development of products that focus on business priorities and customer value. In this course, you'll learn fundamental Agile concepts, including the eight Agile values and twelve Agile principles. This course also covers the five phases of the Agile project management model, and introduces you to the most common Agile methodologies and frameworks. Finally, this course introduces key activities for managing an Agile project, including creating a product vision and project charter, and best contract and documentation types. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)Â® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Agile Project Planning	Properly estimating and prioritizing project requirements is critical to Agile project planning success. You need to be able to map out the work necessary for your product release. In this course you'll learn about critical Agile planning activities including creating personas and wireframing. This course also covers the most common Agile estimation techniques such as story points, wideband Delphi, and affinity estimation. This course also covers requirements prioritization methods and activities you perform when completing your release plan. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)Â® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Agile Project Scheduling and Monitoring	Wouldn't it be great if projects managed themselves once you get them started? This isn't the case. Successful Agile projects require adequate scheduling and monitoring, which helps identify any adjustments that need to be made, and ensures project work goes smoothly. In this course you'll learn about effective Agile project scheduling activities like setting work in progress limits and implementing project buffers. This course also covers recommended processes for monitoring and tracking progress at both the iteration and project level. This course also introduces you to key risk management and product quality, testing, and integration strategies to help ensure your project creates and maintains the intended value as it progresses. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)Â® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Agile Stakeholder Engagement and Team Development	Agile projects are only successful if the Agile team is cohesive, productive, and engaged. Strong project managers encourage active involvement to ensure the team has a clear understanding of the project requirements and stakeholder expectations. In this course you'll learn about Agile teams and team leadership, including the characteristics of an effective Agile team. This course also introduces you to common team development strategies, and developmental mastery models. Finally this course covers effective communication tools and the benefits of using facilitation techniques like Agile games to foster collaboration and cooperation in the Agile team. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)Â® exam.PMI-ACP is a registered mark of the Project Management Institute, Inc.
PRINCE2Â® Project Management Overview (2009-aligned)	Regardless of what project you're undertaking, a critical success factor is using a recognized, accepted project management methodology. The PRINCE2Â® methodology is recognized as an international standard for process-based project management. In this course you'll learn foundational PRINCE2Â® concepts including an overview of the PRINCE2Â® methodology, benefits, and the project manager's role and responsibilities. This course also covers key PRINCE2Â® principles, themes, and techniques. Finally, you'll be introduced to the PRINCE2Â® management stages and processes.This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2Â® Foundation exam (2009-aligned). PRINCE2Â® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
PRINCE2Â® Project Planning and Risk Management (2009-aligned)	Effective project management requires organized and controlled project management processes guided by established plans and management procedures. In this course you'll learn the importance of project organization and best practices for developing plans for your PRINCE2Â® project. You'll also learn the roles and responsibilities in the PRINCE2Â® management structure. This course also covers the importance of risk management, and outlines the recommended risk management procedure to help ensure you are prepared for uncertainties that may arise during your project. This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2Â® Foundation exam (2009-aligned). PRINCE2Â® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
PRINCE2Â® Project Quality Planning and Control (2009-aligned)	In project management, quality is the ability of the final product or service to meet the customer's stated needs. Without it, the project would be a failure. In this course you'll learn about the project quality, including quality planning and control activities. This course also covers the purpose of the quality review and the key roles involved in the process. Additionally, this course introduces you to key activities in the change and progress themes, including the change control procedure, types of project tolerance, and using control documents. This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2Â® Foundation exam (2009-aligned). PRINCE2Â® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
PRINCE2Â® Project Start Up, Initiation, and Direction (2009-aligned)	A project can't be successful without the right people, processes, and activities in place. Determining and documenting the who and how of your project activities is a critical factor in whether your project succeeds or fails. In this course you'll learn about the purpose and activities of the Starting Up a Project process, including the key roles that need to be assigned. This course also covers the Directing a Project process, including key authorization activities. Finally, this course introduces you to the recommended actions for conducting key Initiating a Project process activities such as creating project controls, refining the business case, and assembling the project initiation documentation. This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2Â® Foundation exam (2009-aligned). PRINCE2Â® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.

Course	Description
PRINCE2® Project Control, Management, and Closure (2009-aligned)	After planning and preparing for project activities, the actual project work must be completed. And without proper management, project work can quickly go awry, putting your entire project at risk. In this course you'll learn about the PRINCE2® processes for managing and controlling project work as it is executed. You'll also be introduced to the activities in the Managing a Stage Boundary process, which helps ensure that activities from one project stage are completed and approved before diving into the next stage. And finally, this course covers the activities you can use for project wrap-up and closure. This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2® Foundation exam (2009-aligned). PRINCE2® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
Tailoring PRINCE2® for your Project Environment (2009-aligned)	One of the greatest benefits of the PRINCE2® project management methodology is the adaptability of its methods to any project. In this course you'll learn about tailoring PRINCE2® to suit your specific needs, regardless of the size or type of project you're managing. You'll also learn how PRINCE2® can be adapted for the program environment. This course also covers the considerations that should be made when tailoring PRINCE2® for projects in which the customer/supplier relationship is commercial, and for multi-organization projects. This course is one of a series in the Skillsoft learning path that covers the objectives for the PRINCE2® Foundation exam (2009-aligned). PRINCE2® is a registered trade mark of AXELOS Limited. Used under licence of AXELOS Limited. All rights reserved.
Finding Your Bearings as a Project Manager	If you would like to learn the basics of what it means to lead a project â€" without all the technical jargon â€" this course is for you. You'll learn some of the foundational concepts, such as what a project is and what you'll be responsible for, and things you'll need to understand before planning begins. You'll also learn where to go to access useful information and how to identify the different types of people who will have an interest in the project â€" its stakeholders.
Getting the Big Picture by Defining the Project's Scope and Team	At the start of any project â€" before you plan the budget or create the schedule â€" you need to develop a clear vision of what you want to achieve and how you'll get there. That involves clarifying what stakeholders expect to see in the end, all the tasks that will need to be carried out, the resources you will need, and who will be doing the work. In this course, you will learn how to nail down all those big-picture details so that your project gets off on the right foot.
Mastering the Details of a Project's Schedule and Budget	Once a projectâ€™s scope has been clearly defined with all necessary tasks identified, it's time to get into more detailed estimating and planning. Drawing on all the information from the initiation phase, you must now define how much time and money will be required to meet objectives and complete the project. In this course, you will learn how to develop the schedule and cost baselines and use them to monitor and measure performance throughout the project.
Managing a Project to Minimize Risk and Maximize Quality	When starting a project, there are many things to consider. One key area is risk. You need to prepare ahead of time for all the things that could go wrongâ€¦or go right! Another key area is quality. How are you going to ensure that your product or service meets stakeholders' expectations? And then there's figuring out whether to do all the work in-house or outsource it to a third party. And how do you choose the vendors who will partner with you to minimize risk and maximize quality? This course will help you sort out all these considerations by explaining common methods and best practices related to managing risk, quality, and procurement.
Navigating through Changes and Conflicts in Projects	Of all the different types of skills and competencies a project manager uses, soft skills are the most important. The ability to communicate effectively with team members and negotiate between conflicting demands so stakeholders remain positive can mean the difference between success and failure. In this course, you'll learn how to handle it when someone requests a change to the project, how to create a plan for communicating with stakeholders, and approaches for dealing with conflicts that arise.
Taking Final Steps to Bring a Project to its Close	We'd all like to think that good scheduling and budgeting will ensure a project will stay on track until completion. The truth is, most projects go a little astray at some point along the way. In this course, you'll learn some tricks for correcting schedule variances and how to determine if your project is over or under budget. You'll also learn how to tell whether your project should be canceled and how to bring a healthy project to a successful close.
Prospecting: Panning for Sales Gold	The art of sales prospecting is an essential skill for sales professionals, even with all the technology and tools available today. Successful sales professionals recognize that prospecting is the key that unlocks the door to a winning sales process. This course will help you adopt a proper prospecting mindset and be able to leverage tools that will allow you to create a high quality list of prospects. You'll also learn how to prepare a value proposition and get ready to respond appropriately to prospects when you meet them face-to-face.
The Discovery Meeting: Starting Off on the Right Foot	Discovery meetings are one of the earliest times in the sales process to build credibility, momentum, and trust. They deepen your understanding of customer challenges and opportunities. Conducted effectively, they leave your prospect intrigued to hear about your solutions. In this course you will learn how to prepare for discovery, how to secure the meeting, and how to conduct yourself once you are at face-to-face with the customer. The skills you learn will help you remain confident, avoid surprises, and get the relationship with your prospective customer off on the right foot.
The Value Proposition: Getting Your Pitch Right	The value a company offers to customers can come in many forms â€" product quality, financial stability, reputation, and creativity to name a few. To answer the question, What value does my company offer?, you need to know your company inside and out â€" its strategies, how it operates, the solutions it can offer, and the people who do the work. Combine this knowledge with your understanding of the customer, and you'll be able to offer meaningful and creative customer solutions. In this course, you will learn how to identify and articulate your company's value and how to assess whether it is a good 'fit' for your prospects. You will also learn how to increase your customers' awareness of how they perceive value and how your company can meet their needs.
Turning Objection into Opportunity during a Sales Call	In a sales environment where customers are well informed, deeply networked, and technically savvy, sales professionals need to arrive fully prepared to deal with educated buyers and any challenges they present. To address the challenges of this new breed of customer, you need to welcome questions, objections, and resistance factors, see them for what they are â€" opportunities â€" and be prepared with the skills to capitalize on them. This course is designed to help you prepare for objections that may occur during your sales interactions and use techniques for handling questions, objections, and resistance.
Negotiating Well and Going for the Close	Effective negotiating and closing during the sales process should result in securing agreements. With an agreement in place, followed by a smooth implementation, your customer is happier, follow-on sales are more likely, and you, your company, and your customer achieve success. In this course, you will learn the ins and outs of negotiation, including the steps in the negotiation process, the proper mindset to have, how to overcome challenges, and the right negotiation skills to use. You will also learn what it takes to bring your sale to a successful close.
Identifying Risks in Your Organization	As a manager, it's important that you understand and prepare for risk. This course focuses on identifying risk factors, which is the first stage of risk management. It outlines key techniques you can use to identify risk including how to use root cause identification, the Delphi technique, and brainstorming sessions.
Building the Foundation for an Effective Team	The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of pulling the right team together, setting team goals, and defining the standards of team behavior. In this course, you'll learn about the five stages of team development and strategies for selecting high-performing team members most suited for your project or team. You'll also learn about laying the foundation for a successful team, including setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.
Developing a Successful Team	Anyone who has worked in a project or team environment will tell you that team dynamics make a huge difference in the working environment. Developing effective project teams is one of the primary responsibilities of a team leader. In this course, you'll learn how to develop the team culture early on by establishing team member competencies and working to improve team dynamics. You'll also learn about methods used to encourage team participation and motivation and increase team members' commitment. Finally, you'll learn about the importance of assessing and improving team performance.
Encouraging Team Communication and Collaboration	Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines.
Handling Team Conflict	Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. The survival of a team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.
Leading a Cross-functional Team	Many organizations have discovered the advantages of using cross-functional teams to accomplish their goals. While the diversity inherent to these teams can present certain challenges, successfully managing cross-functional teams is worth the reward. In this course, you'll learn about the benefits of cross-functional teams. You'll also learn about the various development stages of cross-functional teams and the risks at each stage. Finally, you'll learn about the key abilities a cross-functional leader should have and best practices for cross-functional team success.
Being an Effective Team Member	To make a real, positive difference on a team, you must take on the challenging task of putting the team first. This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution. Because your success on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for team members, and specific strategies for working collaboratively.
Strategies for Building a Cohesive Team	Team cohesion, or the strength of the links between team members, determines how effective a team will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust.
Effective Team Communication	It's vital to maintain open, effective communication on a team. However, it's all too easy to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings, cause unnecessary conflict, keep others from having their say, and prevent the team from performing as well as it could. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. So you'll also learn about specific active listening techniques that can help you be a better listener.
Establishing Team Goals and Responsibilities, and Using Feedback Effectively	Everyone on a team has particular strengths. To get a team to perform at its best, these strengths have to be recognized, reflected in the roles and responsibilities assigned to team members, and directed toward achieving suitable goals. In this course, you'll learn how to build a team, including how to set effective team goals, identify roles and assess team members' competencies, and assign roles based on these competencies. You'll also learn how to give and receive feedback effectively, so that it strengthens your role and the performance of your team.
Google G Suite Admin: User Management	This course begins with a G Suite overview, and is followed by various user configurations that are the responsibility of the G Suite administrator. Administrative task delegation will be demonstrated, in addition to the creation of custom roles.
G Suite: Group and OU Management	This course focuses on the creating and management of G Suite users and organizational units.
G Suite: E-mail and Calendar Management	This course will demonstrate how G Suite mail settings such as attachment and spam filtering improve the user mail experience. Sharing calendars and creating calendar resources such as conference rooms makes scheduling efficient.
G Suite: Security, Service, and Mobile Device Management	Service configuration settings control G Suite storage, sharing, and Chrome and Google Sync settings. Alerts can also be configured to notify administrators of service changes. User authentication options can enhance security. G Suite allows for centralized mobile device management.
Install and Configure vRealize Suite	VMware cloud automation is managed using the vRealize Suite and supporting components. In this course, you will learn about the features, installation, and configuration of the vRealize Suite components. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.
Configure and Manage Users and Groups in vRealize Automation	VMware vRealize Automation provides a secure portal where authorized administrators and users can completely automate the delivery of IT services. In addition, with vRealize Automation, you can allow for faster deployments and management of your applications and services. In this course, you will learn how to configure and administer users, roles, and privileges within the vRealize Automation Console. This course also addresses how to configure and administer tenant and business groups. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.
Create and Administer Cloud Networking	vRealize Automation allows for faster deployments and management of network services. Organizations can gain substantial benefits as a direct result of server virtualization. NSX is Vmware's product for virtualizing networks which allows you to overcome many challenges and bottlenecks of traditional networks. You can programmatically create, provision, and manage logical networks on the actual physical network. In this course, you will learn how to configure and manage NSX integration with vRealize Automation Networking. The course also addresses how to configure IaaS for network integration. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.
Manage vRealize Automation Resources	As an IaaS administrator with fabric administrator privileges, you'll need to know how to control and quickly organize various resources to enable provisioning of infrastructure services. In this course, you will learn about steps involved in the allocation and managing of vRealize Automation Resources including creating and managing fabric groups, reservations, and reservation policies. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.
Administer vRealize Automation Components	Whether they are virtual, cloud, or a physical machine, blueprints define a machine's attributes, specifications, the method in which it is provisioned, and its policy and management settings. In this course, you will learn how to create and administer vRealize Automation blueprint and provisioning components including how to create and manage machine/multi-machine blueprints, service catalog items, service catalog blueprints, property dictionary, and build profiles. This course also addresses how to create custom services using Advanced Service Designer. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA:VMware Certified Professional â€" Cloud Management and Automation.
Administer vRealize Orchestrator and Troubleshoot Automation Implementation	The concept of extensibility refers to enhancing your system capabilities without making major infrastructure changes. So in essence, it's about being flexible â€" just being able to adapt to a certain degree without making a significant overhaul to your environment. Knowing the vRealize automation extensibility options available can help grow and develop your deployment to meet growing needs within your organization. In this course, you will learn the steps involved in configuring and administering vRealize Orchestrator, including how to create and modify basic Orchestrator Workflows as well as integrating vRealize Orchestrator with vRealize Automation Center. In addition, this course covers how to monitor and troubleshoot a vRealize Automation implementation, including how to audit vRealize Automation resources and events and map vRealize Automation resources to a vSphere resources. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.
Configure and Administer vRealize Business Standards and Application Services	VMware vRealize Business Standard provides visibility into the financial aspects of the cloud infrastructure while optimizing and improving its operations. vRealize Automation Application Services automate application provisioning in the cloud including deploying, configuring, and updating the application's components. In this course, you will learn how to deploy and configure vRealize Business Standard Appliance, including how to manage the business standard environment. This course also addresses how to configure application services appliance and create basic application blueprints. This course is one of a series of Skillsoft courses that cover the objectives for the VMware certification exam VCP-CMA: VMware Certified Professional â€" Cloud Management and Automation.

Course	Description
How Culture Impacts Communication	With so much business happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging. In this course, you'll learn about the importance of achieving a proper mindset for cross-cultural communication. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll learn also considerations for speaking and writing in cross-cultural environments.
Using Communication Strategies to Bridge Cultural Divides	It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by accidentally breaking the rules of intercultural protocols. That's why relationships are so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds. In this course, you will learn about dealing effectively with cultural difference to improve cross-cultural communication and build rapport. You'll also learn about the misunderstandings and behaviors that can hinder good communication and ways to overcome them. Finally, you'll learn strategies to give effective presentations to people from low- and high-context cultures.
Capturing the Attention of Senior Executives	Does your job require you to communicate critical information to senior executives? Perhaps you have opportunities to influence executive decision making, but don't know how best to deliver your message. In order to make the most of your communication with senior executives, you need to be prepared. In this course, you'll learn how to shape your message so it's communicated clearly. You'll also learn about the principles to follow when approaching communication with senior executives, as well as some important tips on how to build your credibility with those at the senior level. And finally, you'll explore how to approach and plan meetings with senior executives, and how to make your case, whether it's with an elevator pitch or a formal report.
Audience and Purpose in Business Writing	To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.
Clarity and Conciseness in Business Writing	Being clear and concise in business documents and messages isn't always easy. But it's essential in the workplace if you want what you write to be read. In this course, you'll explore techniques you can use to make your writing more clear. Specifically, you'll learn about the importance of using short and familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. You'll also explore tips for being more concise in your writing and best practices for organizing content.
Editing and Proofreading Business Documents	Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Taking the time to edit and proofread your writing will help you produce more focused, polished, and effective business documents. This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.
CompTIA A+ Exam 220-901: Miscellaneous Tools and Connectors	Computers require several different connectors and converters. There are many different CPU connections and memory cards that might be added to a computer.
CompTIA A+ Exam 220-901: Troubleshooting Peripheral and Mobile	Computer peripherals and mobile devices have a lot in common when troubleshooting these devices. Knowing how these devices should work and identifying common problems is part of maintenance.
Introduction to Digital Currency	Bitcoin is a digital currency system that was introduced in 2008, and it is the first cryptocurrency, but what does that mean? In this course, you'll learn about digital currency, including the history of money and ledger economics and distributed consensus. You'll also be introduced to Blockchain and the history and uses of Bitcoin.
The Basics of Blockchain	Bitcoin is a cryptocurrency - a digital currency system that's protected through the use of cryptography and driven by a database technology known as Blockchain. In this course, you'll learn the basics of Blockchain, including Bitcoin keys, units, and transactions, the pros and cons of Bitcoin, and ledgers. You'll also learn about cryptocurrency and the underlying technology behind cryptography.
Data Analytics using Power BI: Concepts	Business intelligence boils down to knowing how to manage data to draw conclusions from otherwise meaningless information.
Data Analytics Using Power BI: Data Sourcing and Preparation	Power BI can draw data from numerous file, database and web sources. Data must sometimes be transformed for use in analytic software such as Power BI.
Data Analytics Using Power BI: Data Modeling and Visualization	Data must sometimes be modeled for use in analytic software such as Power BI. This can reveal patterns and relationships that can be conveyed in a quick and compact form using visualizations.
Base SAS 9 Programming: Creating Reports	Creating reports, visualization, and charts from your data adds immediate impact, and can allow your audience to glean information quickly and effectively. This course covers reporting in SAS, and how to create impactful graphics. It is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
Base SAS 9 Programming: Inputs and Outputs	Effectively getting data into and out of SAS is key for a SAS programmer. Data will come in a variety of formats, and different output formats will be required. This course covers inputs and outputs from the SAS system. It also covers various functions for data transformation, and some methods for debugging your programs. This course is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
Base SAS 9 Programming: Data Structures	Combining loops and arrays opens up some of the more powerful features of SAS programming. This course covers various do loop types, and introduces arrays in SAS. It goes on to cover further techniques for restructuring and combining data including match merges. Finally, it takes a brief look at SQL database connectivity in SAS. This course is one of a series that prepares you for the SAS certification exam, SAS Certified Base Programmer for SAS 9.
T-SQL Querying	SQL Server 2016 delivers many new features and enhancements. This course provides an overview of the SQL Server 2016 architecture, as well as the functions and capabilities available in each edition. The fundamentals of T-SQL querying is covered in this course, as well as topics such as sets and predicate logic. This course is one of a series of SkillSoft courses that cover the objectives for 20761: Querying Data with Transact-SQL exam.
Querying and Manipulating Data	SELECT statements in SQL Server 2016 are used to query tables and views. Further, you can manipulate data using SELECT statements to customize the returned results. This course focuses on the fundamentals of using SELECT statements, including how to use aliases and case expressions, as well as the DISTINCT clause. Lastly, this course covers how to query multiple tables using joins. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Filter and Modify Data in SQL Server 2016	SQL Server 2016 offers various clauses that work in conjunction with SELECT statements. These clauses, which include ORDER BY, TOP, OFFSET, and FETCH, determine how the results of a particular query are presented. In addition to clauses, the data manipulation language (DML) will be introduced in this course. The DML contains additional commands to modify data within rows and tables in SQL Server 2016. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Using Functions in SQL Server 2016	SQL Server 2016 offers various built-in functions that provide data type conversion, comparison, and NULL handling. This course covers the various types of built-in functions, as well as demonstrates how to write queries using built-in functions. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Aggregating Data in SQL Server 2016	Aggregate functions in SQL Server 2016 are used to summarize data in multiple rows. This course will cover various types of aggregate functions such as SUM, MIN, MAX, AVG, and COUNT, as well as the GROUP BY clause, which is used to arrange data into subsets before summarizing it. Lastly, this course will demonstrate how to change a table-valued expression into another table using the PIVOT and UNPIVOT operators. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Operators and Expressions in SQL Server 2016	Set operators in SQL Server 2016 are used to compare rows between input sets. This course covers the UNION, INTERSECT, and EXCEPT set operators, as well as the APPLY operator, which is used to evaluate rows in one input set against the expression defining the second input set. This course also introduces the basic components of common table expressions. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Teradata Basics: Relational Database and Data Warehouse Basics	Teradata provides a relational database system for data storage that offers various tools and utilities for management, administration, and querying. It offers a high quality system using a parallel database architecture providing a 'share nothing' architecture. This course will provide information on the basics of Teradata including what a data warehouse is along with its architecture and design, an overview of a relational database system, and the hardware and software used by Teradata for the database architecture.
Teradata Basics: Communication and Database Security	As with any RDBMS the database needs to be security and accessible. Teradata is no exception and requires workstation and mainframe access to be configured using the communication methods provided by Teradata. The database also needs to be secured to ensure only authorized users can access it. This is provided through user accounts, privileges, profiles, and roles. This course will describe the workstation and mainframe attachment communication methods. It will also discuss and show how to configure security, including authorization and authentication for a database.
Teradata Basics: Data Storage and Access Methods	Teradata databases use indexes to store and access rows of data from tables. Indexes speed up the performance of data retrieval for users. Teradata offers various types of indexes which can be used based on the type of data and how it is accessed by the users. To control concurrency Teradata using different locking mechanisms. This course will discuss and show how to create the various primary and secondary indexes used by Teradata, as well as discuss the different locking mechanisms and the performance availability features, such as RAID, failover, cliques, and hot standby.
Teradata SQL: Functions, Data Conversions, and Working with Time	Teradata supports the use of functions, expressions, and operators to perform operations on data. It generally takes an argument or expression and performs an action for an output. This course will demonstrate the different types of functions used in Teradata, including attribute, string, and analytical functions. It will also demonstrate how to perform data conversions and computations, use SET operations, and work with times, dates, timestamps, and intervals.
IPv6 Fundamentals	IPv6 is here, and it is here to stay, eventually replacing IPv4. It is time for you to build your knowledge of IPv6 so that you are better positioned to embrace IPv6 networks when the time arrives. In this course, you will build a solid foundation around IPv6. You will discover IPv6 addressing and how IPv6 addressing will be deployed. You will identify how ICMPv6 plays a role in IPv6 networks. You will also explore the neighbor discovery process and how IPv6 addresses can be allocated within a network.
Proper Use of Government Payment Cards	Charge cards enable US federal agencies to provide a low-cost, efficient way to make small purchases of goods and services directly from vendors. The government charge card program is known as the GSA (General Services Administration) SmartPay® program. Federal cardholders can use this program to pay for work-related commercial goods and services, travel expenses, and fleet expenses. This course provides an overview of the GSA SmartPay program. It covers how to use government charge cards properly, what your responsibilities are as a cardholder, and how to keep cards secure.
Insider Threat Awareness	Government agencies face a dual threat to their security - that from outsiders trying to access data and systems, and from insiders - employees, contractors, or partners - who misuse, whether intentionally or not, their authorized access. Insiders represent a substantial threat because they have knowledge and access to systems, allowing them to bypass security measures through legitimate means. This makes them difficult to detect. To manage potential insider threats, government agencies and departments must establish a security framework that protects, detects, and responds to insider risks to systems, assets, and data. This course introduces essential concepts related to insider threats, focusing on employees' role in protecting their agency's sensitive data and systems. The course provides an overview of common characteristics and indicators associated with malicious insiders and effective ways to respond if you suspect someone inside your agency poses a threat.
Basic Accounting Concepts for Non-financial Professionals	In this course, you'll learn about key finance and accounting terms and concepts such as the basic accounting equation, accrual-based accounting, and basic accounting principles. This course also takes you through the steps in the accounting process to help you recognize how business transactions affect various financial statements and the bottom line of your business.
Basic Budgeting for Non-financial Professionals	Budgets outline how an organization's financial resources will be allocated, and are therefore essential in giving a sense of direction in an organization's day-to-day activities. In today's business world, dealing with budgets is no longer only the responsibility of the finance department. Professionals in every department deal with budgets in one way or another, and a basic familiarity with the fundamentals of budgeting is expected of you. In this course, you will learn about the characteristics of an effective budget, the different stages involved in planning a budget, and how to distinguish between different types of budgets. You will also be introduced to historical and zero-based budgeting, and explore the fundamentals of budgetary variance analysis.
Comprehending Financials: A Guide to Financial Statements	The focus of any business is to make a profit, generate enough cash to operate effectively, and be financially viable. Financial statements are used to track a business's financial information. There are three basic financial statements used for this purpose: the Income Statement, the Cash Flow Statement, and the Balance Sheet. In this course, you will learn about each of the three financial statements, their reporting requirements, and how information is arranged within them. You will also examine a few examples of financial statements and explore how each financial statement relates to the others.
Financial Statement Analysis for Non-financial Professionals	In today's business world, financial acumen is expected at every organizational level. A general knowledge of financial analysis is essential for understanding the financial implications of any activities. Financial analysis helps you understand your organization's financial standing, how it got there, and its strengths and weaknesses. This course covers some of the methods for analyzing financial statements from the perspective of a non-financial professional. In this course, you'll learn about using common financial ratios for profitability, efficiency, liquidity, and solvency in your analysis. In addition to ratios, the course covers percentage calculations specifically for Horizontal Analysis and Vertical Analysis.
Workplace Harassment Prevention for Workers	Harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even individual or criminal liability. Focusing on the forms of harassment prohibited by federal law, this course will provide an overview of the types of behaviors that can give rise to harassment claims, including those based on gender, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, discrimination, and retaliation.
Title 31: Introduction	Casinos are famously vulnerable to financial crimes due to the inherent cash nature of their business. This course provides an overview of the types of criminal activities that can take place in the gaming industry, such as money laundering by drug traffickers, organized crime, and movement of money for terrorist financing. You will learn about the federal law, Title 31 of the United States Code, that enables casinos and investigative agencies to combat money laundering, taking a look at cases in which money laundering was suspected in the casino environment and subsequently stopped by law enforcement. The requirements of Title 31 are fully explained along with how to identify suspicious activity and record transactions that don't fit the profile of legitimate gaming. Forms used in reporting such as SAR and CTR are described in detail, including how to file them. An overview of FinCEN, the collection point for information related to financial crimes, is given and the effects of The USA PATRIOT Act on Title 31 are also explained fully. The course concludes with a summary of the roles played by a range of casino employees in providing valuable information when it comes to solving crimes.
Title 31: Identifying Suspicious Activity	Casino employees have to be aware of ways of combating the use of their casino for money laundering and other potentially illegal purposes. This course looks at a number of suspicious activities related to casinos, and includes the account of a few reported past activities. You will learn how to fill out a Suspicious Activity Report (SAR) form, and how to write a quality narrative for the narrative section of this form.
Title 31: Filling Out CTRs	The casino industry is a cash business that can be a target for those who want to launder money gained from illegal activities. To prevent that from happening, casinos participate in a process of tracking cash transactions, or other transactions that may look suspicious, and providing that information to law enforcement for investigative purposes. Title 31 of the United States Code is the law that provides casinos and investigative agencies with the tools they need to combat money laundering. Title 31 requires the completion of the Financial Crimes Enforcement Network (FinCEN) Currency Transaction Report (FinCEN CTR) form whenever there are large transactions involving currency. The form is completed when cash transactions exceed $10,000 in a single day. In this course, you will learn when you should fill out a CTR and how to complete the CTR form.

Course	Description
The Basics of Marketing	Marketing is a core business process that helps companies develop strong relationships with consumers. Understanding its function will help you better understand the relationship that companies need to build with their customers, how they do it, and the impact these activities can have on a company's bottom line. In this course, you'll learn about marketing as a key business process, its link to overall corporate strategy, and how online and social media marketing is changing the face of marketing by bringing companies and customers closer together. The importance of marketing planning is also discussed including careful consideration of key concepts such as segmentation, targeting and positioning. Finally, you'll learn about the traditional and online marketing.
The People and Planning in Marketing	The elements of the traditional marketing mix form important strategic cornerstones of any marketing activity. However, this traditional marketing mix fails to address two very important aspects of marketing: planning and people. In this course, you'll learn about the importance of linking marketing activities to an organization's overall strategic objectives and the difference between strategic and tactical marketing. You'll also learn about the key planning activities: market research, budgeting, development and execution, and evaluation. Finally, the importance of employee engagement and internal branding are also discussed as the key aspects of the people element.
Product, Pricing, and Promotion in the Marketing Mix	In today's highly competitive marketplace, it's more important than ever to know how to develop, promote, and sell successful products and services. The marketing mix is a collection of elements used to satisfy customers' needs and meet business objectives. In this course, you'll learn about a few elements of the marketing mix: product, price, and promotion. You'll learn how marketing is involved in developing new products and about the stages of the product life cycle and their goals. You'll also learn about pricing, including how to approach product pricing and the factors that affect a product's price. Finally, you'll learn about promotional techniques, including traditional and online marketing.
Distribution and E-Marketing Ethics in the Marketing Mix	Distribution is all about managing the journey a product takes from producer to consumer, and how value travels back from the consumer to the producer. In this course, you'll learn about the importance of having an effective distribution model and the things you should consider when selecting a distribution channel. You'll also learn about key distribution strategies and systems and how to select and manage distributors. Finally, you'll learn about online distribution opportunities and the benefits and ethical concerns associated with e-marketing.
Competitive Marketing Strategies: Analyzing Your Organization	When developing competitive marketing strategies, one of the most important steps is carrying out effective research and analysis. You need to assess your organizational capabilities as well as your marketing activities. This course describes how to conduct an internal analysis as part of the process of developing competitive marketing strategies. It explains the types of questions you may need to ask about your organizational resources and capabilities. And it describes areas to consider when doing a marketing audit and looking at innovation activities.
Mentoring 70-698 Installing and Configuring Windows 10	Skillsoft Mentors are available to help students with their studies for exam 70-698. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Microsoft Excel 2016 Advanced: Apps and What-if Analysis	Microsoft Excel 2016 is a very powerful data analysis tool, but its functionality can be enhanced even further using third-party applications. This course covers how to find, install, and manage apps. It also covers What-if analysis, where Excel offers a number of ways of exploring how altering inputs can affect the outcome of calculations.
TestPrep 70-698 Installing and Configuring Windows 10	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Using Lean to Perfect Organizational Processes	In today's competitive environment, complacency stifles success. So manufacturing and service organizations must constantly pursue perfection to retain their customers and market share. Lean methodology enables organizations to increase profitability through continuous improvement and the elimination of waste. This course introduces four powerful Lean tools for optimizing perfection and quality in a manufacturing or service organization. You'll learn how to apply 5S and Hoshin Kanri to organize workplaces and meet strategic objectives. You'll also learn about jidoka strategies for problem-solving as well as standard work practices for improving efficiency and eliminating waste.
Using Lean to Improve Flow and Pull	Whether you work in a manufacturing or service environment, the success of your business depends on the efficiency of its processes and how well they respond to customer demand. If you're looking to increase production or improve quality of service, your focus should be on eliminating waste. Waste can be caused by many factors, such as untidy workspaces and surplus inventory, or inefficient distribution of work. Using the best blend of Lean tools and techniques for your organization can make your processes smoother and your workspaces tidier. This course introduces four robust Lean techniques. You'll explore the visual workplace and its tools for improving communication. You'll learn about using Just-in-time and Kanban techniques to establish a pull system that paces production with the rate of actual product demand. Finally, you'll learn about how line balancing can be used to distribute work evenly so that you reach the optimal number of workers working next to takt time.
Using Lean to Reduce Waste and Streamline Value Flow	One of the most effective ways to increase the profitability of any organization is to eliminate waste. Identifying and eliminating the seven types of wastes, or muda, is one of the core principles of Lean Manufacturing. In this course, you'll define what waste is, discover where it exists, and what causes it. You will examine various aspects of muda, continuous flow, line balancing and the concept of value and non-value-add. Additionally, you'll discover practical and simple Lean tools and strategies for dealing with each type of waste to improve overall company performance and quality.
Applying Value Stream Mapping in Lean Business	Processes are a part of every business. It is important to graphically depict these processes so areas of waste can be identified and eliminated, creating a more efficient, profitable, and lean organization. This course covers how to create and interpret both current and future-state value stream maps and to recognize how a value stream map is used to improve an organization's processes. The course will also cover ways to identify sources of waste and areas of bottlenecks, as well as how to balance the production line through line balancing and push systems.
Server 2016: IPv4 and IPv6 Address Management	In this course, you'll explore IPv4, IPv6, and DHCP deployments with Windows Server 2016 for automated IP address assignments. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016: DHCP Management	In this course, you'll explore DHCP management features with Windows Server 2016 for automated and fault tolerant IP address assignments. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016: DNS Name Resolution	In this course, you'll explore the options for DNS deployments in Windows Server 2016 to provide name resolution on the Network. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016: Supporting Branch Office Technologies	Bandwidth costs money. By understanding ways to improve service delivery while reducing bandwidth you can drive savings into the bottom line. In this course, you'll examine the technologies native to Windows Server 2016 that help to support branch offices. This is includes general considerations for branch offices, reducing bandwidth consumption using BranchCache, and making files more available using the Distributed Files System (DFS). This course aligns with the Networking with Windows Server 2016 (70-741) exam.
HP LoadRunner 12 Essentials: Working with Controller and Analysis	Executing a load test in the HP LoadRunner environment is done by creating and executing a load test scenario. This course covers how to use the Controller component of HP LoadRunner 12.5 to generate different types of scenarios â€" manual and goal-driven. You will learn how to create service-level agreements (SLA) that the load test result will be compared to and how to execute load test scenarios, identify issues during a test, and collate test results for analysis. The Analysis tool in HP LoadRunner is used to analyze test result data. This course covers how to generate an analysis session with the Analysis component of HP LoadRunner 12. You will also learn how to access graphical representations and how to create custom graphs in addition to how to access and generate different types of reports including summary, HTML, and SLA reports. This course can be used as part of preparation for the HP LoadRunner 12.x Software exam, HPO-M103, to obtain the HP ATP â€" LoadRunner v12 certification.
Windows 10: Planning for Apps, Updates, and Recovery	Once youâ€™ve finished planning and designing all of your devices in the Enterprise, itâ€™s time to know how to plan for updates and recover your system. In this course, you will learn how to manage RemoteApp and plan app support and compatibility. It also covers how to plan for system recovery, file recovery, and device updates. This course is one of a series in the Skillsoft learning path that covers the objectives for the Microsoft certification exam 70-398: Planning for and Managing Devices in the Enterprise.
Planning and Installing SharePoint 2016	No two installations of SharePoint 2016 will look identical. A sharp admin will plan for an effective installation based on multiple - and sometimes conflicting - needs. In this course, you will learn about the planning and implementation of a SharePoint installation.
SharePoint 2016 Taxonomy and Search	Every organization has its own set of words that are used to define its data. With a correctly defined information architecture, SharePoint provides the tools needed to effectively navigate, filter, and search out data. In this course, you will learn how to define your information architecture using managed metadata services and how to find your data using search.
SharePoint 2016 Security	SharePoint is a trusted tool for volatile corporate data. Loss or leakage of this data could be catastrophic. Therefore, a core mission of any SharePoint farm administrator is to secure this environment correctly, while still allowing appropriate delegated authority. In this course, you will learn how to secure SharePoint at the Farm, Application, and Site Collection levels.
SharePoint 2016 Service Applications	SharePoint supports extensibility in many ways because it is a multitool waiting for you to use it correctly. Many of those tools come in the form of configuring service applications correctly to provide the support your business needs. In this course, you will learn how to configure service applications for social computing, database retrieval, and extensibility with SharePoint add-ins.
Interconnecting SharePoint 2016	SharePoint supports extensibility to other products so that a business's data can be visible without having to leave the SharePoint site. This extensibility also includes support for the cloud integration with SharePoint Online. In this course, you will learn how to integrate SharePoint Online, Office Online, Exchange, Project, and develop business intelligence (BI) solutions in SharePoint.
SharePoint 2016 Content Management	SharePoint 2016 can be used for powerful document and records management within an intranet and for streamlined web management when used in an Internet model. In this course, you will learn to deploy and use the SharePoint tools for enterprise content management and web content management.
Ensuring SharePoint 2016 Stability	SharePoint 2016 can quickly become the fulcrum for the workflow of business. As its usefulness grows in your organization, so does the need to keep SharePoint up and running and, in a worst-case scenario, able to be rebuilt. In this course, you will learn to use the tools needed to keep SharePoint highly available and to use the backup and restore features that are available at different levels of the SharePoint hierarchy.
The Building Blocks of Building Trust	Can I trust you? This is what others may ask, often silently, when they work and engage with you. It's also what you ask about another person as well. If you want people to trust you, a firm handshake and good eye contact is not enough. You have to build trust like a mason builds a wall â€" one stone at a time. It rarely comes ready-made. But when you've taken the effort to build it and it is solid, you want to maintain it for a long time. Trust is a core ingredient in most every positive relationship. Without trust, the mason's wall takes on a whole new analogy â€" a barrier with no gate for entry. In this course, you'll explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust.
Becoming an Accountable Professional	Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.
Becoming More Professional through Business Etiquette	Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace dÃ©cor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation.
Developing a Personal Accountability Framework	Taking responsibility for meeting your objectives, including deadlines and work targets, is an important component of good business etiquette and demonstrates your attitude of professionalism. While it can be difficult at times, being accountable for delivering on your objectives shows you are reliable, organized, and dedicated to your work. In this course, you'll learn about the importance of personal accountability. You'll also learn strategies for developing a personal accountability framework by setting goals, developing an action plan, managing priorities, and staying focused and energized.
Using Eclipse with Subversive	Eclipse is an open-source integrated development environment (IDE) that can be used to develop applications with a number of different programming languages. Apache Subversion or SVN is used by many programmers and system administrators as a version control system. This course provides an overview of how to install and use the Subversive plug-in with Eclipse to perform various operations with supported SVN clients.
Java EE 7 Back-end Server Application Development: JAXB and JAX-WS Web Services	Web services standards such as SOAP, WSDL, and UDDI are XML-based. This course will examine XML and how to manipulate it from within Java applications using JAXB â€" Java Architecture for XML Binding. It will go on to overview SOAP and demonstrate how to use JAX-WS â€" the Java API for XML Web Services â€" to generate web services that can be used for Java EE applications. The course will also cover how to create web service clients using both Java EE and Java SE.
Java EE 7 Front-end Web Application Development: Web Services	The Java Naming and Directory InterfaceÂ (JNDI) is an API that providesÂ namingÂ andÂ directoryÂ functionality to Java EE applications, enabling components to locate other components and resources. This course will cover how to use JNDI in Java EE applications for instance referencing an EJB, or connecting to a database with JNDI. Enterprise Java Beans (EJBs) provide business and messaging functions in a Java enterprise application. Session beans are used for business functions and this course will cover how to work with different types of session beans in Java EE applications.
Perl Language Essentials	This course covers the fundamental components of the Perl Language. The individual demonstrations and accompanying commentary will support your understanding of the Perl language, assist in developing your Perl programming skills, and act as a primer for the content of course #2.
Perl Programming Techniques	Continuing on from course #1, this course covers the fundamentals of Object-oriented programming support within Perl, and working with regular expressions. Programming languages are designed to interact with external objects such as files, databases, and web servers and this course builds on the Perl language fundamentals and focuses on programming techniques associated with Perl modules, file access, database interaction, and web scripting.
Python for Data Science â€" Introduction to Python for Data Science	This course introduces the concepts of data science and provides a brief overview of the Python skills needed to work with data. In this course, you will learn about IPython components, Notebook, and the NumPy module. There's still more to come as the course guides you toward managing financial statistics with financial big data.
Scala Tooling	Scala mixes programming paradigms, and so presents a challenge to programmers coming from any other language. This course explores sbt, dependencies, ensime, and scala.js
Scala Expressions and Parallel Computation	Scala mixes programming paradigms, and so presents a challenge to programmers coming from any other language. This course explores for expressions and parallel computation.
CISA: The Process of Auditing Information Systems - Part 1	Auditing information systems requires professionals to understand, and plan an effective auditing process. This course covers the audit function, including best practices for organizing, planning, and resourcing audit activities. This course also covers industry-recognized audit and assurance standards, guidelines, and tools, as well as effective information systems controls frameworks including COBIT5 and risk analysis. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: The Process of Auditing Information Systems - Part 2	Auditing information systems requires more than a good plan; it requires effectively executing the audit plan, skill in analyzing and reporting results, and anticipating necessary changes as the process evolves. This course covers practical knowledge for performing an IS audit, as well as best practices for finalizing an audit, compiling results, and effectively communicating pertinent outcomes. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.

Course	Description
CISA: Governance and Management of IT - Part 1	Performing successful information system audits includes the ability to determine if the organization has an effective governance framework in place, including accountability and monitoring practices that are adhered to. This course covers governance best practices including information security governance, responsible IT governance committee practices, and enterprise architecture. This course also outlines IS strategy, value, and policies best practices including strategic planning, IT portfolio management, policies, and procedures. Finally this course covers best organizational practices for risk management and IT management, including organizational change management, financial management, and human resources management practices. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: Governance and Management of IT - Part 2	IS auditors require the skills and ability to assess an organization's overall structure and division of responsibilities. This course covers best practices for IT organizational structure and responsibility activities including segregation of duties and contractual commitments. This course also outlines best practices for business continuity planning including effective processes, policies, business impact analysis, and plan testing. Finally this course covers specific knowledge for effective business continuity auditing including evaluating test results, offsite storage, and security practices. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: Information Systems Acquisition, Development, and Implementation	A key responsibility of IS auditing professionals is understanding and ensuring that the method in which organizations conduct IS acquisition, development, testing, and implementation activities support and fulfill organizational objectives and strategic goals. This course covers best practices for IS development and project management structure and planning. This course also covers business application systems best practices including virtualization and cloud computing environments, and application development methods. Finally this course provides relevant information on IS maintenance practices, system development activities, application controls, and best practices for auditing application controls. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: Information Systems Operations, Maintenance, and Service Management	An effective IS audit includes ensuring that an organization's processes for IS operations, maintenance, and service management supports and achieves the organizational strategic goals and objectives. This course covers best practices for IS operations, including management practices, incident and problem management, and change management. IS hardware practices are also covered, including IT asset management, hardware components and architectures, and capacity management activities. Finally this course outlines best practices for IS architecture, software, network infrastructure and operations auditing activities. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: Protection of Information Assets - Part 1	Two key components IS auditing professionals evaluate are an organization's IS management activities and logical access practices. This course covers key IS management elements, roles, responsibilities and risk factors, as well as information security control design best practices. This course also outlines effective MAC and DAC controls, privacy principles, and external and third party IS best practices. Finally, this course covers key logical access best practices that IS auditors should evaluate, including exposures, identification and authentication controls, authorization issues, and confidential information handling activities. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
CISA: Protection of Information Assets - Part 2	IS audit professionals should understand and ensure that an organization's security policies, standards, procedures and controls are aligned and effectively protect the confidentiality, integrity, and availability of the organization's information assets. This course covers network infrastructure security including LAN, client-server, and wireless security, and best practices for auditing overall IS management frameworks. This course also outlines best practices for environmental and physical access controls, including mitigating risk from associated threats. Finally this course covers mobile, social, and cloud asset security best practices, and preventative measures against data leakage. This course is one of a series in the Skillsoft learning path that covers the objectives for the ISACA Certified Information Systems Auditor (CISA) certification exam.
Graphics, Web Hosting and Grunt	In this course, you will learn how to use Grunt to minimize web image assets. You'll also learn to use Grunt to host a local development web server as well as quantify and improve Grunt performance.
Using Express and Express Middleware	Building on the Express API, this course demonstrates the power of the Express Middleware. In this course, you will learn how to use Middleware to interact with user input, form data, and advanced routing. This course also focuses on the features most web sites require and how Express can facilitate that functionality.
Getting Started with LoopBack	The LoopBack framework allows you to quickly model your data and provide APIs to access it securely. In this course you will learn the essentials to get started developing a LoopBack based solution.
Advanced LoopBack	The LoopBack framework offers a great variety of means to work with and relate data in data models. In this course, you will learn methods of creating models, connecting them to data sources and creating relations between models. You will also learn how to add logic to your application as well as work with and query data.
Introduction to Balsamiq Mockups	Developing a successful software application includes ensuring the user experience is a good one. Creating mockups of the application's interface and basic interaction allows for rapid development and helps ensure that the required functionality is included in the end product. In this course, you will learn the fundamentals of the Balsamiq Mockups 3 for Desktop tool including the interface controls available and how to work with and manipulate individual and groups of controls. In addition, you will learn about the concepts of layering, cropping, and symbols, and how they can aid in developing mockups.
Working with Balsamiq Versions and Plugins	Creating mockups and wireframes is a useful method for aiding in the design and development of software applications. In this course, you will learn how to work with Balsamiq Mockups 3 for Desktop, myBalsamiq, and Mockups 3 for Google Drive to create mockups for Windows, web, and mobile applications. Specifically, you will learn how to create a header and footer, a modal view, linkable control, image gallery, and complete wireframes using the various versions of the Balsamiq Mockups tools, as well as how to import and export assets and how to export mockups in various formats.
Defining Effective End-to-end SDLC Practices	In the modern software application environment, the emphasis is placed on fast turnaround, frequent upgrade, and improvement. Development teams must adopt practices, skills, and methodologies that support efficiencies at all levels of the ALM process. In this course, you will learn the value of taking an end-to-end view of the Software Development Lifecycle (SDLC) within the ALM process. You will also learn about understanding feedback, optimizing cycle times, improving quality, minimizing wasteful practices, and developing a continuous improvement posture.
Define the ALM Process	Application Lifecycle Management is a central component of the Visual Studio IDE. Supported via the implementation of Agile, Scrum, and CMMI templates, Visual Studio supports the mapping of development practices to well-established development methodologies, and provides necessary tools to support the end-to-end ALM process and to bring value and efficiencies. This course covers Application Lifecycle Management with respect to the adoption of established methodologies including Agile, Scrum (Agile) and CMMI (Waterfall). You will learn about the implementation of Agile and Scrum with respect to team development and the supporting Visual Studio toolset. In addition, the course outlines the implementation of the Microsoft Solutions Framework to improve the Capability Maturity Model Integration (CMMI) process.
Define End Value for Software Iterations	The central component of the APL development phase is the software iteration. Visual Studio provides tools and techniques to support software iterations management and overall application project management – the product Backlog. This course details available requirements, tools, and methodologies associated with the management of project requirements, ranging from team management, iteration control, capacity; manpower and resource management, project tracking, prioritization, effort, business value, project health validation, and reporting. In this course, you will also learn about techniques and practices that promote software iteration end value and that support the discovery of application requirements, assist with requirement breakout and inter-dependency, and sustain the development of a dynamic project development plan.
Develop Customer Quality with High Value	The Visual Studio IDE promotes and supports the principle of quality within the development cycle. Areas of focus include code quality, development tools and management, standards, testing and alignment, and development teams. In this course, you will learn about the application of coding disciplines and testing practices and techniques to promote, build in, and sustain application quality, continuous improvement, and customer value.
Integrate Development and Operations (DevOps)	DevOps is an abbreviation for a modern methodology that describe practices and technologies (automated and manual) that support tight integration between the application development and production (including testing and quality) environments. By integrating the traditional isolated environments, the ALM process supports an open communications methodology, and allows for controlled automated processes within the entire application lifetime. In this course, you will learn that Visual Studio is designed around the DevOps idea, and provides a number of supporting components and methods to promote controlled automation, monitoring, and improved communication within the ALM process. You will also learn about the available tools and techniques within Visual Studio that support DevOps.
Server 2016: Configuring DNS Zones	In this course, you'll examine the options for DNS zone creation and management in Windows Server 2016 to provide name resolution on the network. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Python for Data Science – Complex Data Engineering in Python	There is a vast toolset that is available for data scientists, with several comprehensive moving parts, especially when it comes to using Python. This course provides the map and dives into data analysis using all the necessary tools with pandas, including machine learning using SciPy operations, working with prediction data, and being introduced to the scikit-learn toolset. Then, the course guides the way to Visualization using Python matplotlib, time series, and many more data engineering operations.
CompTIA A+ 220-902: Various Features and Requirements of Microsoft OS	This course compares and contrast various features and requirements of Microsoft Operating Systems including remote booting and editing the operating system.
Bitcoin Technology Fundamentals	Bitcoin is a digital currency system that's driven by a database technology known as Blockchain, but what's the underlying technology? In this course, you'll learn the technological fundamentals of Blockchain, including basic Bitcoin technology, transactions, the pros and cons of transactions, and Bitcoin mining.
Working with Bitcoin	Working with Bitcoin involves the use of wallets and clients, and it's important to understand the security and regulatory considerations when working with the digital currency. In this course, you'll learn about working with Bitcoin, including wallets and how they work, Bitcoin clients and design, and security and regulatory considerations for working with Bitcoin.
Microsoft SQL Server 2016: Encryption	Ensuring data security is an important part of administering any database infrastructure, and encryption is one method to help you protect sensitive data. This course will teach you about encryption-related tools and processes used in SQL Server 2016, including cell-level, backup, and connection encryption. In addition, this course covers the Always Encrypted feature, Transparent Data Encryption, and troubleshooting. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Data Access and Permissions	To protect data in a SQL Server Database environment, you need to ensure that only trusted users and applications have access to it. In this course, you will learn about configuring data access and permissions. This includes managing database object permissions, as well as creating and maintaining users and custom roles. In addition, this course covers configuring user options for Azure SQL Database, row-level security, and dynamic data masking. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Auditing	Auditing allows you to track and log database events to ensure the database is performing properly - an essential administration task. This course teaches you about auditing, including how to configure and manage an audit and query the audit log. Additionally, configuring an Azure SQL Database audit and analyzing audit logs and reports from Azure SQL Database are covered. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
TOGAF Fundamentals - Security and SOA Governance	In this course, you'll examine the areas of TOGAF related to SOA and Security, and building an Enterprise Architecture practice.
TOGAF Fundamentals - Architectural Artifacts and the Enterprise Continuum	In this course, you will learn about the areas of TOGAF that relate to Content Metamodels, Views, and building an Enterprise Architecture practice.
TOGAF Advanced - Enterprise Architecture	In this course, you'll go through an in-depth explanation of the TOGAF framework and Enterprise Architecture and learn how to enhance and mature architectures using the framework.
TOGAF Advanced - Guidelines and Techniques	In this course, you'll examine phase G, phase H, and architecture requirements management of the Architecture Development Method (ADM Cycle). You'll also learn about the TOGAF framework and Enterprise Architecture with a focus on guidelines and techniques.
TOGAF Advanced - Content Framework And Continuum	The Open Group Architecture Framework (TOGAF) provides an approach for designing, planning, implementing, and governing an enterprise information technology architecture. In this course, you'll learn about the TOGAF Architecture Development Method (ADM) cycle, a method for developing an enterprise architecture. This includes applying the ADM cycle from various perspectives such as business scenarios and risk. You will also learn about the TOGAF Enterprise Continuum, it's relationship with the ADM, and the Solutions Continuum. This course also covers the Content Framework with emphasis on the Content Metamodel, architectural artifacts, and deliverables, along with how they can be leveraged in an enterprise architecture program.
Introduction to COBIT 5	COBIT 5 is a governance and management business framework utilized in enterprise IT. It is used to maximize confidence in, and value of, information systems. This course gives an overview of COBIT and its evolution over time to its most recent version, COBIT 5. The course provides insight into the application of COBIT 5 as a framework for IT enterprise governance and management by defining enterprise challenges and meeting stakeholders' needs. The content covered in this course will help learners successfully prepare for the COBIT 5 Foundation Exam.
COBIT 5 Principles and Implementation	The COBIT 5 IT-enterprise governance and management business framework provides guidance and best practices to meet stakeholders' varying needs. The framework enables the governance entity, usually the board, to set an appropriate governance direction to meet stakeholders' expectations and provide management with a process framework that maximizes enterprise value while optimizing operational risk. This course gives an overview of the COBIT 5 principles of holistic integration, and the treatment of governance and management processes. The latter part of the course covers concepts necessary for the successful implementation of COBIT 5 to an enterprise. The content covered in this course will help learners successfully prepare for the COBIT 5 Foundation Exam.
Chef Advanced Administration	Since Chef is an ace configuration management tool, an in-depth knowledge of its advanced features is a fundamental requirement for a skilled DevOps engineer. In this course, you will learn the inner workings of Chef, such as managing cookbooks and using troubleshooting tools. This course also covers virtualization, user management, and server configuration.
Server 2016 - Install, Store, and Compute: Data Deduplication and Hyper-V Setup	In this course, you'll learn about the Windows Server 2016 technology of data deduplication and how to install and manage Windows Hyper-V. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Install, Store, and Compute: Hyper-V Configuration	In this course, you'll find a thorough examination of the Hyper-V role in Windows Server 2016, including key virtual machine configuration settings for basic VM resources, performance, storage, and exciting new integration services for managing Linux and Free BSD virtual machines.
Server 2016 - Install, Store, and Compute: Hyper-V Networking and Containers	In this course, you'll examine the many flexible options available for virtual networking of Hyper-V guests. The course also covers the exciting new world of containers - self-contained, isolated, and portable operating environments that support the two most popular operating systems out there, Windows and Linux. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Install, Store, and Compute: Managing High Availability Solutions	Hyper-V combined with flexible storage solutions and Windows Clustering can create a remarkably fluid server infrastructure that responds to the 24/7/365 demands of modern business. In this course, you'll explore those options native to Windows Server 2016.
Server 2016: Implementing IP Address Management (IPAM)	The scaled network depends heavily on basic network services like DNS and DHCP, but managing and controlling access to these critical services poses challenges in the scaled environment. In this course, you'll learn about the role of IPAM in centralizing administrative access for Windows Server 2016, providing fine-grained, delegated administration of both DHCP and DNS servers. This course aligns with the Networking with Windows Server 2016 (70-741) exam.

Course	Description
Server 2016: Network Connectivity and Remote Access	In this course, you'll learn about the various remote access configurations available in Windows Server 2016 including NAT, the routing feature, the Remote Access Gateway, VPN options, and the DirectAccess solution. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016: Securing Remote Authentication	In the always on, always connected world of ubiquitous broadband connections, you need more secure remote authentication solutions and Windows Server 2016 delivers those solutions ready to deploy. In this course, you'll explore the Windows Server 2016 remote authentication solutions, including the Network Policy Server with its set of authentication features and the Windows Web Application Proxy. This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016: Advanced Network Infrastructures	Networks need to continue to be responsive even in the face of NIC and network failures. In this course, you'll explore advanced networking options supported in Windows Server 2016 including NIC and Switch Embedded Teaming, and options for software-defined networking (SDN). This course aligns with the Networking with Windows Server 2016 (70-741) exam.
Server 2016 - Identity: Active Directory Domain Controllers	In this course, you'll learn about Windows Server 2016 Active Directory logical concepts, installation, and configuration options for domain controllers and read-only domain controllers (RODC). This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Active Directory Accounts and Permissions	In this course, you'll examine Active Directory logical objects, permissions, and sharing. You'll learn about user and computer accounts, setting the appropriate types of permissions, and managing accounts in order to secure domain resources. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Active Directory Object Management	In this course, you'll examine Active Directory object types and group management. You'll also learn about using service accounts and options for Active Directory authentication services. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Trusts and Site Management	In this course, you'll learn about the different types of Active Directory trusts and trust configuration options. You'll also explore the use of sites, site links, and subnets. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Defining Group Policy Objects	Operating system infrastructures have benefited greatly from centralized configuration management for operating system and applications alike, all using one tool. In this course, you'll learn about this tool - the Group Policy object, or GPO. You'll examine its function, configuration, GPO processing, and precedence. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Implementing Group Policy Preferences	Group Policy preferences provide you with a range of additional configuration settings for your Group Policy object (GPO). In this course, you'll learn about Group Policy preferences and settings, including script processing administrative templates, item-level targeting, and configuration settings for specific system components. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: Active Directory Certificate Services	Windows Server 2016 provides built-in identity and access control security services in the form of public key certificates. In this course, you'll examine the Windows server role of Active Directory Certificate Services, including the types of certificate authorities, the architecture components, and key certificate management tasks. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Server 2016 - Identity: AD Rights Management Services	In this course, you'll examine the process of installing and configuring Windows Server 2016 Active Directory Rights Management Services, including the installation of a licensor certificate server, managing Service Connection Points (SCP), exclusion policies, and backing up your AD RMS server. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Planning, Installation, and Upgrading	Planning is crucial to ensure the best possible outcome for installations and upgrades. This course will provide Skype for Business 2015 planning considerations. You'll also explore on-premises and cloud installation options, as well as methods of migrating and upgrading from Lync. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
Client Configuration	In this course, you'll learn about different Skype for Business clients and their settings. You'll also explore client security and virtualization. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
React and Flux: An Overview	React is a powerful library of UI tools designed and maintained by Facebook, and in use in many large-scale web applications. This course will guide you through the initial setup of a developer environment and introduce the strengths of the platform.
React and Flux: Creating Simple React Components	React components are the core functionality of a React application. Components have life cycle functions to hook in code; support dynamic updating; and can be composed by using controller views. This course covers basic configuration of React components and routing between them without React Router.
React and Flux: React Router and Forms	Although React has no opinion about how routes are handled, and you can manually wire up routes in a React app. A much more coherent, configurable, and manageable approach is to use React Router, which was specifically designed for the task. Creating forms with validation and logic attached is a perennial challenge for web app developers. This course covers basic routing with React Router, and techniques for building reusable forms and form components.
React and Flux: Working with Flux	Flux is a pattern of unidirectional data flow designed to handle data flows throughout an application. There are numerous implementations of Flux, all subtly different. This course covers the use of Facebook's Flux pattern within a web application developed in React.
Maven Fundamentals: Documentation, Resources, Plugins, Releases, IDE Integration	Apache Maven is an open-source standards-based project management tool that uses a project object model (POM), which provides functionality for project build management, reporting, and documentation. This course covers how to use a site lifecycle to generate documentation and generate reports. You'll learn how to manage testing and deployment options includes generation of assembles and releases. You will also explore additional useful plugins such as AntRunner, how to troubleshoot Maven, and how to integrate Maven with IDEs such as Eclipse.
Java EE 7 Front-end Web Application Development: Communication and Security	The Java Message Service is a Java API for sending and receiving messages. The API has variants for both Java SE and Java EE, with additional features such as JTA (XA) transactions available for Java EE. This course will cover the use of the JMS API in Java EE applications. It will cover the JMS messaging styles, how to handle messages synchronously and asynchronously, and the use of queues and topics as well as using EJBs as messaging clients. Message-driven beans (MDBs) are intended as message consumers and this course will also cover how to create and use MDBs in Java EE applications.
Introduction to jQuery	jQuery is a powerful JavaScript library that provides an easy-to-use interface to manipulate web pages dynamically. In this course you will learn how to integrate and use jQuery within a web page and learn how jQuery makes DOM manipulation easy.
Common Widgets and Animation	jQuery and jQuery UI provide a large assortment of very useful widgets and animation tools that can be used to make a very interactive web page. In this course you will learn about some of the most common and useful widgets as well as how jQuery and jQuery UI can help animate the elements of your web page.
PMP Key Exam Concepts (PMBOKÂ® Guide Fifth Edition)	In preparation for the PMP exam, this course offers practice and solutions for performing the forward and backward pass; calculating total float and free float; and critical path, resource optimization, and schedule compression techniques.
PMP Practical Exercises (PMBOKÂ® Guide Fifth Edition)	In preparation for the PMP exam, this course offers practice using the formulas for earned value management, communication channels, and make or buy analysis; and how to use a control chart and identify when a process is out of control.
Google Cloud	Google Cloud Platform offers a wide array of powerful IaaS and SaaS cloud solutions. In this course, the various service features and options are explored as well as the necessary steps for getting started with Google Cloud Platform with a Google e-mail account.
Container, Compute, and App Engine with Networking Services	Google Compute Engine offers virtual machines running in Google's innovative data centers and worldwide fiber network. In this course, you'll learn about the fundamental aspects of the Google Cloud Platform Container Engine, Compute Engine, and App Engine as well as Google's basic networking services.
Data Modeling	QlikView offers various functionalities to help you perfect your data model. In this course, you will learn about these functions and different types of data models. It also covers best practices, as well as the challenges that you can face along the way. This course contains an in-depth look at dimensional modeling and the processes involved.
Macros and Properties	QlikView offers various options within document properties to help you customize your application. In this course, you will learn about different properties within QlikView and how to work with macros.
Dashboards and Comparative Analysis	In this course, you will learn about comparative analysis and how to create dashboards in QlikView.
Scripting and Designing	QlikView offers many built-in functions that can be used for scripting. In this course, you will learn best practices and challenges with scripting. You will also learn to design effective visualizations by learning the key principles. Finally you will learn to secure your application, using section access and the different types of security.
Microsoft SQL Server 2016: Backing Up Databases	A tested backup strategy is the most effective means of protecting your data from media failure, user errors, hardware failures, and other potential disasters. This course teaches you about backing up data in SQL Server 2016, including backing up large databases, configuring alerting for backup issues, and managing translation log backups. In addition, this course covers backing up to Azure SQL Database, configuring recovery models, and automating backup jobs. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Restoring Databases	An effective data protection strategy requires the ability to restore data from a backup in case of disaster, failure, or errors. This course covers restoring SQL Server 2016 databases, including how to perform piecemeal and page restores. It also covers performing point-in-time recovery, restoring file groups, and planning automation for restore testing. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Monitoring SQL Server Instances	Regularly monitoring your SQL Server instances helps you to identify and correct issues before they cause damage and provides valuable insight for performance tuning. This course teaches you about monitoring SQL Server 2016 instances, including creating and managing operators and SQL Server Agent alerts, defining custom alert actions and failure actions, configuring Database Mail and Policy-Based Management, and identifying available space on data volumes and performance degradation. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Subqueries and Predicate	Subqueries in SQL Server 2016 are nested SELECT statements used to created more effective queries in T-SQL. This course will introduce subqueries and correlated subqueries, and cover the EXISTS predicate, a mechanism used in SQL Server 2016 to check whether any results will be returned from a specific query. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Database Programmability Objects and Non-Relational Data	SQL Server 2016 offers various database programmable objects, such as stored procedures and functions, used to enhance and increase your database performance as well as ease administrative workload. This course will demonstrate how to implement various database programmability objects, as well as how to work with temporal and non-relational data in SQL Server 2016. This course is one of a series of courses that cover the objectives for 20761A: Querying Data with Transact-SQL exam.
Infectious Diseases	Have you ever come in to work sick? The notion of spreading germs may not have crossed your mind. But some infectious diseases can spread very rapidly in the workplace among coworkers, clients, or patients, and also beyond the workplace to the general public, including family members. Infectious diseases can have serious health consequences. This course is intended to help workers develop awareness about specific infectious diseases caused by viruses and bacteria to help prevent contracting and spreading them. Measles, norovirus, Ebola, smallpox, and Zika are the diseases caused by viruses that will be explored. The bacterial infections covered are meningococcal disease, Legionnaires' disease, methicillin-resistant Staphylococcus aureus, and anthrax. Company policy may also provide guidance on infectious diseases and should be consulted where it exists.
TOGAF Advanced - Reference Models and Capability Framework	The Open Group Architecture Framework (TOGAF) defines two reference models â€“ the Technical Reference Model (TRM) and the Integrated Information Infrastructure - Reference Model (III-RM). In this course, you'll learn about these reference models and the key application platform taxonomies. This course also covers TOGAF's Architecture Capability Framework and related architectures such as boards, governance, and maturity models and discusses how these concepts can be leveraged in an enterprise architecture program.
Mentoring 70-741 Networking with Windows Server 2016	Skillsoft Mentors are available to help students with their studies for exam 70-741 Networking with Windows Server 2016. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring CS0-001 CompTIA Cybersecurity Analyst+	Skillsoft Mentors are available to help students with their studies for exam CS0-001 CompTIA Cybersecurity Analyst+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Server 2016 - Install, Store, and Compute: Installation Options	In this course, you'll learn about the prerequisites and requirements for installing Windows Server 2016, including the installation options for Nano Server and Server Core. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Install, Store, and Compute: Upgrading, Managing, and Monitoring	In this course, you'll examine the prerequisites, tools, and requirements for upgrading to Windows Server 2016, and migrating roles and services from earlier versions. This course also covers monitoring solutions, Windows Server activation models, and recommendations for backup strategies in preparation for your servers being upgraded or migrated. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Install, Store, and Compute: Storage Solutions	In this course, you'll explore the Windows Server 2016 storage solutions, which feature a versatile set of tools and options for a variety of modern data storage needs. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Install, Store, and Compute: VM Motion and Network Load Balancing	In this course, you'll learn about solutions for supporting continuous VM availability with VM movement and migration scenarios and the implementation of a Network Load Balancing cluster. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Chatting and Conferencing	In this course you'll learn how to configure categories and chat room policies. Conferencing provides a means for users to have meetings to facilitate collaboration. In this course, you'll also learn how to manage meetings. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
Configuring Enterprise Voice	Skype for Business allows connectivity to legacy communications systems. In this course, you will learn about external voice connectivity as well as configuring voice policies and Cloud PBX. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
Archiving and External Access	Data retention is sometimes mandated by laws and regulations. In this course, you'll learn how to archive Skype for Business data. You'll also learn about allowing external access into Skype for Business. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
High Availability and Disaster Recovery	This course will teach you about the difference between high availability and disaster recovery. You will have the necessary skills to ensure Skype for Business service can tolerate server failures, and that systems can be brought online quickly in the event of a disaster. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.
Troubleshooting Skype for Business	Understanding a specific technology lends itself to quickly solving related problems. In this course, you'll learn about GUI and command-line troubleshooting tools and when they should be used. This course aligns with exam 70-334, Core Solutions of Microsoft Skype for Business 2015.

Course	Description
Getting Started with Hibernate	Java Hibernate allows you to create, save, and update data objects in a supported database. You can update or read back these objects into a Java program. In this course, you'll learn about the basics of reading and writing objects to your RDBMS. In addition, you will dive deeper into Hibernate using common concepts such as data mapping, batch processing and inheritance and much more. The course will even provide a thorough understanding of how Oracle can be used with Hibernate.
Deep Diving with Hibernate and Queries	This course will introduce mapping Java objects to database tables using annotations or XML files. In this course, you'll learn about identity generation, annotations, and how to customize mappings. You'll also learn about basic querying using HQL, a SQL-like query language designed for Hibernate, as well as some advanced HQL techniques, Hibernate mappings, debugging while configuring Oracle manipulations, and finally, some advanced Hibernate examples.
Java EE 7 Front End Web Application Development: Presentation with JSF	JavaServer Faces is a technology for presentations in a Java application. This course explores the features of JSFs, looking at JSF application elements, and the use of JSF pages and forms. It contrasts JSF tags with JSP tags and introduces JSF tag libraries. It also describes how managed beans â€" JavaBeans objects that encapsulate the application data properties and actions â€" are managed by the JSF runtime environment. In this course, you will learn how to extend the lifetime of a managed bean and how to reference managed beans using the unified Expression Language (EL). The course will also demonstrate a sample JSF application and page navigation using JSF, and will provide practice in using JSF in Java web applications.
Creating a Basic Angular Application	Configuring the environment is the first step in the Angular app development process. In this course, youâ€™ll learn how to install and set up the prerequisite parts for creating an Angular development environment. The course will cover creating an app root module, root component, and also custom components as part of building a basic Angular application.
Angular 2 Template Syntax, Directives, and Pipes	Angular comes with a template syntax, as well as some built-in directives and pipes that you can use as part of creating apps. This course will cover those built-in features as well as describe how to create custom directives and pipes based on app requirements.
Creating and Maintaining Forms	Collecting data via Forms and Inputs is typically a major part of web apps. This course will cover how to create forms in Angular using both a template-driven approach and an alternative model-driven approach. This course will also cover form validation and submission.
Google Cloud Big Data and Machine Learning	Google Cloud Storage is unified object storage for developers and enterprises, from live data serving to data analytics/ML to data archival. In this course, you'll learn about the fundamentals of the Google Cloud Datastore and other storage options along with the basics of Big Data and Machine Learning with Google Cloud Platform.
Azure Storage and the Azure Environment	Deploying and managing Azure components requires first understanding how those pieces work together. Domain #3 of the 70-533 exam tests candidate's understanding of how to best implement azure storage solutions.
Azure Networking	Domain #5 of the 70-533 exam will test your ability to configure Azure networking components to allow connectivity within and to the Azure cloud.
Azure Virtual Machine Management	Domain #2 of the 70-553 exam tests candidate skills needed to plan virtual machine configurations to align with business needs. You will also learn how to deploy virtual machines using a variety of methods.
Data Governance and Metadata Management	QlikView offers Extract, Transform, and Load (ETL) capabilities. In this course, you will learn about extracting, transforming, and loading data with QlikView. You will learn what data governance practices are and the importance of metadata.
Microsoft SQL Server 2016: Managing Database Integrity	Managing database integrity by ensuring objects are structurally sound and properly allocated is an important aspect of database administration. This course teaches you how to implement database consistency checks, as well as how to identify and recover from database corruption. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Monitoring Database Activity and Queries	An enterprise database infrastructure has a lot of moving pieces, and it's crucial that they be monitored. This course focuses on managing and monitoring SQL Server database activity and queries. Covered topics include monitoring current sessions, identifying sessions that cause blocking activity or consume tempdb resources, configuring a data collector, and creating a utility control point. In addition, it covers query monitoring activities such as managing the Query Store, configuring Extended Events and trace events, identifying problematic execution plans, and troubleshooting server health using Extended Events. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: Managing Indexes and Statistics	By carefully managing aspects of your database like indexes and statistics, you are able to better tune performance and identify potential issues. This course teaches you about index management tasks, such as identifying and repairing fragmentation, identifying and creating missing indexes, identifying and dropping underused indexes, and managing existing columnstore indexes. In addition, this course covers statistic management topics, such as identifying and correcting outdated statistics, using Auto Update Statistics, and statistics for large tables. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Microsoft SQL Server 2016: High Availability and Disaster Recovery	Data is an important enterprise asset and it is vital that it be protected, retrievable, and highly available. This course covers managing high availability and disaster recovery in SQL Server 2016. This includes configuring and monitoring log shipping, as well as managing shared disks and configuring cluster shared volumes. In addition, this course covers configuring Windows clustering, creating an availability group and distributed availability groups, configuring read-only routing, and managing failover. This course is one of a series in the Skillsoft learning path that covers the objectives for the 70-764: Administering a SQL Database Infrastructure exam.
Components of a SQL Server 2016 Installation	It is important to understand the various components, editions, and versions that exist when discussing SQL Server 2016. This course provides and introduction for both the SQL Server platform and SQL Server architecture, while also providing an overview of best practices and guidelines to follow when preparing for an installation of SQL Server 2016. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Azure SQL Database Encryption	Transparent Data Encryption (TDE) performs real-time I/O encryption of data and can be used to secure SQL servers and Azure SQL databases. This course covers how to implement TDE, as well as other encryption solutions such as Always Encrypted and Cell-level encryption. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Azure Virtual Machines	Microsoft SQL Server applications can be moved to Azure virtual machines to help reduce costs and to optimize overall performance. This course covers the various methods used to migrate applications from an on-premise environment to Azure virtual machines. In addition, topics such as gathering benchmark data, performance tuning, and configuring availability sets for redundancy are covered. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Project Selection and Initiation	A project is a unique and temporary endeavor with the purpose of creating a new product, service, or result. A project will typically provide some benefit to the organization, either tangible or intangible. A business case explains this benefit and attempts to quantify or describe the value that the project will bring to the organization. In this course, you will be introduced to the basics of a project, including the project life cycle and process groups. You will also learn about the project charter, which gives the project manager the authorization to begin project work. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam. This course is aligned with exam version PK0-004.
Scope, Schedule and Cost Planning	During project planning, baselines are established for scope, schedule, and cost. Once project work begins, the baselines will be used to compare against actual project performance in order to determine and address any variance. If variance is detected, the project manager must identify the impact to other project areas and act accordingly. Actions may include realigning work to the plan or submitting change requests to update baselines. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Resource and Risk Planning	During resource planning, the project team is selected and assignments are made. The project manager is responsible for negotiating for resources, training the team, and effectively resolving conflict. During risk planning, risks are identified and evaluated. Risk responses are planned accordingly. A SWOT analysis is also performed to determine strengths, weaknesses, opportunities, and threats. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Controlling Project Work and Closing	While controlling project work, the project manager is responsible for identifying variances between project performance and the project baselines and realigning project performance with the plan. During closing, the project manager will document lessons learned and ensure that project deliverables are accepted by the customer and transitioned to the customer. This course covers an overview of Agile methodologies. These methodologies are then compared with traditional project management methodologies. This course also provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Workplace Harassment Prevention for Managers â€“ Version 3.0	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination, while focusing on the specific role managers have in modeling appropriate behavior, responding to inappropriate conduct, and handling complaints from employees. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
Microsoft Windows 10: Configuring Core Services	Once you have Windows deployed on your system, you need to make sure that everything is set up and managed properly. This course provides information on how to set up and configure all of the core services that you'll need to run on your Windows 10 computer. This course is one in a series of courses for the Installing and Configuring Windows 10 learning path.
Server 2016 - Install, Store, and Compute: Implementing Failover Clustering	In this course, you'll examine the high availability solutions for Windows Server 2016 provided by Microsoft's software implemented Failover Clustering. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
The First Steps in Negotiating	When negotiating, it's important not to get too caught up in taking a side. In this course, you'll learn to focus on the issue at hand, communicate effectively, use common best practices, and overcome challenges.
Negotiating the Best Solution	Reaching an agreement is the goal of a negotiation. This course will help you build critical components of a good negotiating relationship, think creatively about solutions, and facilitate agreements.
Getting to the Root of a Problem	Articulating a problem requires asking the right people the right questions. In this course, you'll learn about identifying stakeholders, gaining their input and trust, and using analysis techniques to get to the root cause of a problem.
Defining Alternative Solutions to a Problem	Part of problem solving is creating alternative solutions. In this course, you'll learn how to define ideal states and generate and evaluate problem solutions. You'll also learn how to recognize and avoid common problem-solving pitfalls.
Choosing and Using the Best Solution	The time has come to make a final decision. In this course, you'll learn how to make smart decisions based on key criteria and decision-making styles. You'll also learn how to plan, manage, evaluate, and celebrate solution implementation.
Confronting Your Assumptions	Assumptions are necessary to help us make sense of our world. This course defines what assumptions are, describes how different kinds of assumptions may be challenged, and covers the importance of seeking out other people's perspectives.
Facilitating Sustainable Change	Change is a necessary but difficult part of every organization's work processes. In this course, you'll learn about key outputs of a change initiative, how to identify stakeholder groups, and how to evaluate the keys to sustainable change.
Moving Forward with Change Planning	Effective planning is key to change management. In this course, you'll learn how to build change charters and guiding coalitions and interpret stakeholders' influence and input. You'll also learn best practices for creating codes of change.
Making Change Stick	Facing change deployment challenges can help changes succeed long-term. In this course, you'll learn how make change more comfortable, communicate change to different groups, and use training and performance management to make change last.
Agile Key Exam Concepts	Agile projects use many of the tools and techniques from lean project management in order to ensure that processes are as efficient as possible. Agile tools are often simple and highly visual, where a colocated team can easily access them. In this course you'll learn about key exam concepts such a muda or waste, the Kanban system, process efficiency, Little's Law and the product vision. This course also introduces you to the benefits of colocated Agile teams, including osmotic learning and communication. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)Â® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Google Cloud SQL for Developers: Interacting, Connecting, and Management	Google Cloud SQL allows applications created in the Google App Engine to access instances and their databases. Connections can be made using the various SDKs to post and view database information. Client libraries can also be used to allow access to the Google SQL API for managing the instances. In this course, you will learn how to connect to Cloud SQL instances using the MySQL client through the Google Cloud Compute and Google App Engine. You will also learn how to manage Cloud SQL instances using the Cloud SQL API. This course is one of a series in the Skillsoft learning path that covers the objectives for the Google Cloud SQL Qualification exam CPF303.
CompTIA A+ 220-902: Safety	This course covers safety procedures when working with electronic components and power supplies.
Introduction to Hadoop	Hadoop is an open-source, Java-based programming framework that supports the processing of large data sets in a distributed computing environment. This course will introduce Hadoop, and its key tools and their applications.
Apache Solr â€" Deployment and Configuration	Apache Solr can be deployed to numerous platforms and is supported by various tools and utilities for importing data to central data store â€" the collection â€" and for managing the Solr service instance. This course focuses on the deployment of the Apache service, the configuration of its core service components, and techniques used to import data, and to manage/manipulate data during import to the Solr index. This course serves as the foundation for course two.
Apache Solr - Query and Data Management	The core functionality of Apache Solr is the retrieval of information from a Solr collection. Through discussion and demonstration, this course focuses on searching or querying a Solr collection â€" including search parameters and faceted search techniques. In addition, the course covers data management, importing data from a structured data source, and the deployment of the SolrCloud service.
Using the Repository	The Oracle Commerce Platform contains a robust repository API. Understanding how to use Java to programmatically manipulate (retrieve, create, update, delete, or query) repository data is a must for any serious application. In this course, you will be able to implement transient (non-persisted) properties, apply rules to override a property's value derivation, and configure versioned repositories and consider their use in support of Commerce Platform functionality. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.

Course	Description
SQL Server 2016 Database Objects	In order to properly design and implement a relational database schema, it is important to have an understanding of the fundamentals of SQL Server 2016. This course covers creating and altering tables, designing normalization, as well as the various data types available in SQL Server 2016. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
SQL Server 2016 Indexes and Views	SQL Server 2016 uses indexes to speed up the performance of queries and improve overall database performance. This course covers how to design and implement the various index types available in SQL Server 2016. In addition, this course covers enhancing usability in SQL Server 2016 by using views. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Columnstore Indexes	Columnstore indexes work differently from traditional indexes in SQL Server 2016. This course covers how to implement columnstore indexes in SQL Server 2016, as well as the various columnstore performance considerations that can impact operations. This course also covers nonclustered indexes, in-memory indexes, and XML indexes. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Installing and Upgrading SQL Server 2016	Whether performing a SQL Server 2016 installation or an upgrade, it's important to understand the numerous recommended pre- and post-installation best practices set forth by Microsoft to ensure a successful deployment. This course covers deployment options such as unattended installations and upgrades, as well as the various tools available in SQL Server 2016 to migrate data and ensure compatibility. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
SQL Server Virtual Machines on Azure	Azure virtual machines provide a way to move on-premise SQL Server workloads and applications to the cloud. This course will cover the recommended usage scenarios for Azure VMs, as well as how to provision, create, and connect to Azure SQL Databases. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
SQL Server Instances and Storage Considerations	SQL Server uses instances to allow more than one copy of a SQL Server component to be installed on a single server. This course covers deploying SQL Server instances in IaaS and on-premise, as well as how to provision and install SQL Server on Azure virtual machines. Also covered in this course are the various storage solutions available in SQL Server 2016 and the considerations associated with each. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
SQL Server Performance Settings	SQL Server 2016 offers various tools to tune a SQL Server environment for peak performance. This course covers how to maximize database performance as well as the maximum amount of server memory. In addition, this course covers how to configure operators and alerts in SQL Server 2016. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Deploying Applications to Microsoft Azure SQL Databases	There are many variables to consider when deciding on a single-tenant or multi-tenant design for Windows Azure. This course covers the considerations for each, as well as the requirements and processes involved in migrating data to Azure SQL Databases. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Migrating Client Applications	Connection strings are used to allow client applications to interact with Azure SQL databases. This course covers the application connections strings, as well as the Azure Traffic Manager, which is used to control the distribution of incoming user traffic. In addition, this course covers the various types of application patterns available for SQL Server-based applications in an Azure environment. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Communication, Changes, and Documentation	During the execution of project work, the project manager is responsible for communicating project performance. At this stage, project work has begun, and preventive or corrective changes may be needed to ensure performance aligns with the plan. Documentation of all project plans, activities, and changes is vital. Documents may be used for reference purposes, to avoid misunderstandings, and to record lessons learned for this and future projects. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Workplace Harassment Prevention for Employees, Version 3.0	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area. This course was developed with subject matter support provided by the Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Because laws and regulations governing discrimination and harassment may change, the most current legal developments may or may not be reflected in the course. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any law or other directive. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
Workplace Harassment Prevention for Frontline Supervisors â€" Multi-State Edition	Harassment, discrimination, and retaliation can have a very negative impact on an organization's work environment. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace discrimination and harassment, including sexual harassment and retaliation. This two-hour course is intended to help develop a set of values in supervisory employees that will assist them in preventing and effectively responding to incidents of workplace harassment. This course is designed specifically to address the sexual harassment training requirements under California, Connecticut, and Maine law, but is applicable for supervisor training in all states. Additional customization is required in order to fully address the state requirements.
Workplace Harassment Prevention for Managers - Multi-State Edition, Version 3.0	Harassment and discrimination can have a very negative impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This two-hour course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the sexual harassment training requirements under California, Connecticut, and Maine law, but is applicable for supervisor and manager training in all states. Additional customization is required in order to fully address the state requirements.
Microsoft Windows 10: Implementing Windows	When you're starting to use a new operating system, it's important to make sure that you have it properly installed to give you a solid foundation on which to build. This course covers preparing your computer for installation, deciding which elements to install, and takes you through the actual installation process. This course is one in a series of courses for the Installing and Configuring Windows 10 learning path.
Microsoft Windows 10: Managing and Maintaining Windows	Once your Windows installation is complete, and the system is running smoothly, your job still isn't done. You need to continue to maintain your Windows installation to keep everything running well for a long time. This course explains how to monitor and maintain your Windows installation, and how to keep everything secure and safe from crashes or attacks. This course is one in a series of courses for the Installing and Configuring Windows 10 learning path.
Server 2016 - Install, Store, and Compute: Maintaining Servers and Images	In this course, you'll examine the tools native to Windows Server 2016 used to create, deploy, manage, and maintain servers and server images. These tools include the Microsoft Assessment and Planning toolkit (MAP), the Microsoft Deployment Toolkit (MDT), and the Windows Assessment and Deployment Kit (ADK). You will also learn about updating image files, including update and patch management using Windows Server Update Services (WSUS). This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Server 2016 - Identity: Maintaining Active Directory	In this course, you'll learn about Active Directory maintenance, recovery, and replication options. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
Introduction to Application Performance Engineering	With the increasing complexity of the application development space, it has become paramount to implement performance engineering activities within the application development life cycle to uncover and correct performance issues. Central to performance engineering are the aspects of performance monitoring and testing that involve developing baseline measures and collecting benchmarking data by which to compare the applications performance against. This course introduces Application Performance Engineering and describes how performance can be monitored and tested against established performance objectives.
Introduction to PowerShell 5.0	Windows PowerShell 5.0 offers powerful new features while maintaining the robustness of its predecessors. In this course, you'll be introduced to the PowerShell environment, including version history, the ISE, and differences with cmd.exe.
PowerShell 5.0 Cmdlet Structure and Help	Windows PowerShell 5.0 is a command-line shell used for task automation and configuration management. In this course, you'll be introduced to the PowerShell cmdlet structure and help.
Python: Web Application Development	Frameworks provide a way to create powerful web applications in Python. In this course, you will learn about the Django and TurboGears frameworks for developing web applications.
New Features of Android 7	Android 7 introduces many new features that developers can use to create more secure interactive applications. In this course, you will learn about these new features including multi-window support, notifications, data-saver, and security.
Installing and Configuring WebSphere Commerce	This course introduces the learner to the basics of installing and configuring WebSphere Commerce and troubleshooting installation issues. It also covers WebSphere features and maintenance and WebSphere Store Archives.
Java EE 7 Back-end Server Application Development: Business Logic	Concurrency in an application â€" the execution of two or more tasks at the same time â€" enables you to take advantage of multi-core processing and long wait times for external resources such as service calls or device access. This course covers how to implement the Java EE concurrency mechanisms including message driven beans, asynchronous EJBs, and the concurrency utilities for Java EE. The course goes on to review the implementation of the JDBC API in Java SE. It introduces Contexts and Dependency Injection (CDI) and covers how to use JNDI and CDI to access JDBC objects in Java EE. Atomicity, isolation, and flat threading are some of the transaction features that must be incorporated in applications compliant with the Java EE platform. This course concludes by covering transaction semantics and models for Java EE applications. It contrasts a programmatic and declarative implementation of transaction support and covers using JTA to scope transactions programmatically and implementing a container-managed transaction policy.
Java EE 7 Back-end Web Application Development: Transaction Support	Most business applications need to persist data. In this course, you will be introduced to the Java Persistence API, a lightweight framework that leverages Plain Old Java Objects (POJOs) for persisting Java objects that represent relational data. The course will cover JPA entities and entity mapping, the role of the Entity Manager, implementing CRUD Operations with entities, and using JPA queries. Bean Validation (JSR-349) is designed to provide a simplified data validation mechanism to Java applications by integrating validation in the life cycle of Java Beans components. This course covers how to implement bean validation with JPA. It describes the JPA life-cycle phases where bean validation takes place, and covers custom bean validation, injecting bean validation, and using validation groups.
Visual Studio 2017 Installation and New Features	In this course, you will become familiar with Visual Studio 2017 components.
Helper Functions and Advanced Ajax	jQuery has made Ajax and regular JavaScript much easier to use with its Ajax and Helper functions. In this course, you will learn about the more advanced Ajax features and the helper functions to make you more efficient when using jQuery.
Events, Manipulating Elements, and AJAX	jQuery's power is in its ability to manipulate the DOM and handle user interactions. In this course you will learn about event handling, manipulating events, and get an introduction to AJAX and how it can be used to dynamically manage a web page.
The Many Approaches to Facing Workplace Conflict	When facing conflict at work, you need to adapt to the situation. In this course, you'll learn about conflict styles, when to use them, and when to adapt your style. You'll also learn how to handle conflict with difficult individuals.
Facing and Resolving Conflict in the Workplace	Workplace conflict won't go away on its own; you need a plan to address it. In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.
Listening Even When it's Difficult to Listen	Successful people are generally trained, excellent listeners. In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to listening.
Using Active Listening in Workplace Situations	Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener.
Polishing Your Feedback Skills	Giving feedback is vital in the workplace. This course covers when and how to give feedback positively, how to handle bad reactions and your own nervousness, and how to give feedback to people at different organizational levels.
Gaining a Positive Perspective on Feedback	Though valuable, feedback can be hard to accept. This course covers the value of feedback and how it differs from praise. You'll also learn how to manage your reactions and response to feedback, and how to use it for professional growth.
Investigating Arguments	In critical thinking, an argument is part of reaching a logical conclusion. In this course, you'll learn to identify and judge arguments, recognize logical fallacies and persuasion techniques, and make effective arguments of your own.
Reaching Sound Conclusions	When drawing conclusions, you analyze and weigh the data and information you have to support taking action. In this course, you'll learn about the process of drawing a logical conclusion with the help of questions and diagramming tools.
Source Control on AWS	Source control is the management of changes to an organization's code base and is very important for growing companies. In this course, you will learn to use the AWS product, CodeCommit.
Enabling Office 365 Services: Managing Client User-driven and IT Deployments	When deploying Office 365, you need to determine the amount of control your organization needs over the deployment. Will you allow users to self-provision Office applications as needed, or do you require strict control of the deployments? In addition, how will the clients be configured, and how will you, as the administrator, verify the client configurations. In this course, you will discover how users can self-provision Office 365 ProPlus and how you can take control of deployments as an administrator using the Office Deployment Tool. You will discover how Outlook clients are configured and how Skype for Business Clients is configured. In addition, you will explore Click-to-run deployments vs MSI deployments. This course will prepare you for the user-driven and IT-driven deployment topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Enabling Office 365 Service: Telemetry	Ensuring compatibility and monitoring Office 365 deployments help ensure that users continue to have a positive experience with the Office 365 applications that they use on a day-to-day basis to perform their jobs. In this course, you will discover how to configure, manage, and customize the various components of Office 365 telemetry. This course will prepare you for the telemetry topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Azure Active Directory and Authentication	Domain #4 of the 70-533 exam focuses on Azure Active Directory. In this course, you'll learn about users and groups in Azure Active Directory, as well as how to synchronize on-premises users to Azure AD. Then you will gain experience configuring Azure AD authentication.
Azure SQL DB and ARM Templates	This course illustrates when to use hosted Azure SQL DB and how to manage it as per 70-533 Domain #3. You'll also learn how to provision ARM templates as per Domain #6.

Course	Description
Azure Security and Monitoring	Domains #1, 2, and 3 of the 70-533 exam require exam candidates to have skills related to monitoring various Azure components including configuring alerts and e-mail notifications. This course will cover various Azure security mechanisms included in all 70-533 exam domains.
Introduction to Data Modeling in Hadoop	This course covers various data genres and management tools, the reasons behind the evolving plethora of new big data platforms from the perspective of big data management systems, and analytical tools.
Data Science Overview	Data science differentiates itself from academic statistics and application programming by using what it needs from a variety of disciplines. In this course, you'll explore what it is to be a data scientist and study what sets data science apart from other disciplines. It prepares learners to navigate the foundational elements of data science.
Data Gathering	To carry out data science, you need to gather data. Extracting, parsing, and scraping data from various sources, both internal and external, is a critical first part in the data science pipeline. In this course, you'll explore examples of practical tools for data gathering.
Data Filtering	Once data is gathered for data science it is often in an unstructured or raw format. Data must be filtered for content and validity. In this course, you'll explore examples of practical tools and techniques for data filtering.
Data Transformation	Once data is filtered the next step is to transform it into a usable format. In this course, you'll explore examples of practical tools and techniques for data transformation.
Data Exploration	Once data is transformed into a useable format, the next step is to carry out preliminary data exploration on the data. In this course, you'll explore examples of practical tools and techniques for data exploration.
Data Integration	Data integration is the last step in the data wrangling process where data is put into its useable and structured format for analysis. In this course, you'll explore examples of practical tools and techniques for data integration.
Data Analysis Concepts	There are many software and programming tools available to data scientists. Before applying those tools effectively, you must understand the underlying concepts. In this course, you'll explore the underlying data analysis concepts needed to employ the software and programming tools effectively
Data Classification and Machine Learning	Machine learning is a particular area of data science that uses techniques to create models from data without being explicitly programmed. In this course, you'll explore the conceptual elements of various machine learning techniques.
Installing MongoDB	MongoDB is an open-source documentation database that can be installed on various operating systems with minimum requirements. This course will discuss the concepts of MongoDB and demonstrate how to install it on Linux and Windows.
Oracle Commerce Application Structure and Deployment	Since the Oracle Commerce Platform consists of such a broad range of technologies, understanding its application structure and deployment is essential for any developer. In this course, you will be able to describe the features and capabilities of the Oracle Commerce Platform, create an Oracle Commerce Platform application module, and deploy Oracle Commerce Platform applications. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Building Simple Applications	The Oracle Commerce Platform contains robust tools used to create rich web applications. Understanding its custom libraries and JSP usage is essential for any developer. In this course, you will be able to describe the custom beans of the Oracle Commerce Platform, create server-side Java application modules, describe the repository structure, and configure the repository. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Data Models and JSP	The Oracle Commerce Platform consists of a data and presentation layer. Understanding the data relationships, and how that data is accessed is a fundamental skill for any developer. In this course, you will be able to describe the data relationships in the Oracle Commerce Platform, create data sources, describe form handling mechanisms, and write robust JSP. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Form Handling with Pipelines and REST	There are many ways to extend the functionality of Oracle Commerce. Knowing when and how to extend the repository form handlers is essential to support custom requirements. In this course, you will learn how to extend the platform repository form handlers to support customized functionality, control transaction boundaries programmatically, and configure and customize chains of processors that perform operations on data in a configurable sequence. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Advanced Configuration Options	Oracle Commerce applications are robust and highly configurable. Advanced concepts such as custom properties, transaction management, and Oracle Commerce Principals can be applied to build rich and scalable web applications. In this course, you will learn how to add additional logic to manipulate properties, create and use new principals in the Oracle Commerce User Directory, learn transaction management, and apply your Oracle Commerce knowledge to build working applications. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Extending Oracle Commerce Applications	The Oracle Commerce Platform provides the developer with a full-featured framework to build web applications. To master Oracle Commerce, it is important that you know how to extend applications' capabilities. In this course, you will create and configure a SQL repository, configure a repository so that items are preloaded upon repository startup, and other essential tasks for extending Oracle Commerce applications. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Programmability Objects	Constraints can be used in SQL Server 2016 to ensure data integrity. This covers how to design and implement constraints for tables and columns. This course also covers stored procedures, a SQL Server feature that allows you to reuse the code over and over, providing advantages such as performance, productivity, and ease of use. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Triggers and Functions	Triggers in SQL Server 2016 are sets of statements that execute automatically when a specific event occurs in a database. This course covers the design and implementation of the various types of triggers found in SQL Server 2016. In addition, this course cover functions, including scalar-valued, table-valued, deterministic, and nondeterministic. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Managing Database Concurrency	Locking is a feature in SQL Server 2016 that helps ensure the physical integrity of each transaction. This course covers how to implement and troubleshoot locking, as well as how to minimize, handle, and remediate deadlocks. This course also covers memory-optimized tables, which are used to improve the performance of transaction processing, as well as native stored procedures - a feature used to enable efficient execution of the queries. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Optimize SQL Database Objects and Infrastructure	Optimizing statistics helps ensure the most efficient means of executing statements in SQL Server 2016. This course covers how to create, modify, and troubleshoot statistics and indexes in SQL Server 2016. This course also covers how to analyze and troubleshoot query plans in SQL Server 2016. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Performance Tuning	SQL Server 2016 provides a comprehensive set of tools for monitoring and tuning to ensure optimal performance for an environment. This course covers performance metrics and monitoring, as well as the various logging tools available with SQL Server, such as perfmon and dynamic management objects. In addition, this course covers Extended Events, and the event-handling system used for monitoring SQL Server instances. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Spotfire Basics	Spotfire provides a useful resource in working with Business Intelligence while providing users an easy way to deliver visualizations. This course covers key data concepts, how to add data into Spotfire, and connecting to a database.
Getting Started with QuickBooks Pro 2017	The QuickBooks Pro 2017 interface unlocks the door to a powerful accounting system for businesses of all sizes. At face value it's deceptively simple, but it holds the ability to manage all day-to-day financial transactions from invoicing to banking. In this course, you'll be introduced to the QuickBooks Pro 2017 interface, and you'll learn how to get started with QuickBooks by setting up a new company and working with basic transactions. You'll also discover how to protect your data and recover from unexpected issues, as well as how to set up QuickBooks so it can be accessed by multiple users.
Interface and Company Settings	The QuickBooks Pro 2017 interface allows you to effect precise detail on your company information, account settings, items and services, and sales tax and assets. In this course, you'll explore in greater depth the QuickBooks Pro 2017 interface, and you'll learn how to get started with QuickBooks by using the company pane, tweaking your company settings, tracking accounts, items, and services, and setting up sales taxes and fixed assets.
Vendors, Bills, Customers, and Income	Once you've mastered the QuickBooks Pro 2017 interface and set up your company file, you can begin to enter information and record transactions. In this course, you'll discover how to enter new vendors and customers, enter bills and invoices, and track and reconcile transactions.
Employees, Banking, and Reports	QuickBooks Pro 2017 is far more than accounts receivable and accounts payable. In fact, QuickBooks offers sophisticated tools for managing business accounting regardless of scope. In this course, you'll discover how to work with employees and payroll, banking (including online banking), and reporting.
Electrical Safety: Qualified Worker â€" Part 1	This course provides a comprehensive overview of the basic criteria for electrical safety-related work practices stipulated in the National Fire Protection Agency (NFPA) 70E Standard for Electrical Safety in the Workplace. It presents detailed information on the practices, programs, techniques, and processes related to electrical work, in accordance with the NFPA Standard.
Planning and Controlling the Project Schedule	This course offers practice and solutions for performing the forward and backward pass; calculating total float and free float; and critical path, resource optimization, and schedule compression techniques. While controlling project work, the project manager is responsible for identifying variance between project performance and the project baselines, and realigning project performance with the plan. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Project Management Practical Exercises	This course offers practice using the formulas for earned value management, communication channels, and make or buy analysis, and how to use a control chart and identify when a process is out of control. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Quality and Procurement Planning	During project planning, quality assurance processes are established to ensure that the deliverable meets requirements. Once project work begins, quality control tools and techniques are used to compare the deliverable to the scope. If variance is detected, the project manager must identify the root cause and act accordingly. During procurement planning, the project team will select the most appropriate contract type. Options include fixed price, cost reimbursable, and time and materials contracts. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Designing a Fact Table	Each data warehouse consists of at least one fact table, which contains fundamental measurements of the business. This course covers the implementation of fact tables using partitions, data compression, and columnstore indexes.
Implementing Control Flow	By using the control flow data flow task, data flow can be implemented into the SSIS package specifying the data source, data transformation, and data destination. This course shows how to implement control flow elements.
Mentoring 70-740 Installation, Storage, and Compute with Windows Server 2016	Skillsoft Mentors are available to help students with their studies for exam 70-740 Installation, Storage, and Compute with Windows Server 2016. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 70-742 Identity with Windows Server 2016	Skillsoft Mentors are available to help students with their studies for exam 70-742 Identity with Windows Server 2016. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 77-725 Word 2016: Core Document Creation, Collaboration and	Skillsoft Mentors are available to help students with their studies for exam 77-725 Word 2016: Core Document Creation, Collaboration and Communication. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 77-727 Excel 2016: Core Data Analysis, Manipulation, and Presentation	Skillsoft Mentors are available to help students with their studies for exam 77-727 Excel 2016: Core Data Analysis, Manipulation, and Presentation. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Server 2016 - Identity: AD Federation Services and Web Application Proxy	In this course, you'll learn about Active Directory Federation Services and Web Application Proxy. This course is part of a series preparing for the Identity with Windows Server 2016 (70-742) exam.
DevOps Methodologies and Development	In this course, you will examine the important fundamentals of a DevOps-structured organization and its benefits to both software development and maintenance.
DevOps Testing and Delivery	In this course, you will examine the important fundamentals of a DevOps-structured organization and its relationship with all types of testing, development, and delivery practices.
Java Application Performance Analysis Tools	Application performance analysis tools are critical to determining the root causes of performance issues. In this course, you will explore the key features and functionality of various Java application performance analysis tools.
Python: web2py and Test-driven Development	The web2py framework lets you build scalable, secure, and portable web applications. Testing provides a way to mitigate bugs and errors before the release of Python applications. In this course, you will learn about the web2py framework and the testing frameworks included in Python and their use.
Java EE 7 Back-end Server Application Development: Getting Started	It's important to understand the architecture of a Java EE application and its development process. This course covers these areas and highlights the technologies involved in developing Java EE 7 Back-end Server applications. It also looks at standard Java technologies such as JavaBeans and annotations that can be incorporated into Java EE applications.
Java EE 7 Back-end Server Application Development: Presentation with JSF	The EJB timer service is a container-managed service that provides a way to allow methods to be invoked at specific times or time intervals. This course covers how to implement both programmatic and automic timers in Java EE applications. It also covers how to implement batch processing, which is the execution of a series of jobs and is suitable for non-interactive, bulk-oriented, and long-running tasks. The second part of the course will cover security considerations for Java EE applications. The course will describe the Java EE security model. It will describe how authentication and authorization are applied in Java EE applications and will also describe the features of data integrity and how they can be applied in enterprise applications. You'll also learn about container-managed security and the use of roles and security groups. Finally, the course will demonstrate how to secure an enterprise application.
Tools and C++ Updates	In this course, you will become familiar with new tools and C++ updates in Visual Studio 2017.
.NET Core, C#, and Visual Studio Extensions	In this course, you will learn about Web and .NET Core updates, C# updates, and updates to extensions in Visual Studio 2017.
ESXi	In this course, you will explore the new features available at the ESXi virtualization host level.
Virtual Machines	In this course, you will explore the new features available at the virtual machine level.
vCenter	In this course, you will explore the new features available in VMware vCenter 6.5.
Clustering	In this course, you will explore the new features available when creating a vCenter 6.5 managed cluster of ESXi servers

Using and Creating Widgets	jQuery UI provides some powerful and very useful widgets for web site development. In this course, you will learn how to use some of the more advanced widgets and their features as well as learn how to create your own widgets.
Advanced Selecting, Theming, and Plugins	Although jQuery and jQuery UI provide a significant number of tools, plugins, and helpers for most web development tasks, sometimes, you need to take it to the next level. In this course, you will learn about advanced selecting for DOM manipulation, theming components to give a web site a natural and consistent feel, and how to create your own plugins when having a custom solution is required.
Client-side Routing and Using HTTP	Angular apps are typically front-end based and therefore client-side dominant. This course will cover setting up client-side routes and navigation in an Angular app. This course will also cover how to use HTTP requests to communicate with a server from within an Angular app.
Using Animation and Supporting Mobile Devices	Angular app experiences are made richer by using animations and also ensuring that apps display and perform well on mobile devices. This course will cover the basics of animation in Angular and also the basics of using NativeScript to make Angular apps cross platforms.
Testing Angular Apps	Testing is a major part of the app development process. This course covers setting up a test environment, creating unit tests, executing unit tests, and debugging Angular applications.
Angular Security and the Angular CLI	Securing Angular apps ensures user data and resources are safe from malicious agents. This course covers best practices relating to Angular web apps as well as supporting authentication via web tokens. This course also covers the Angular command line interface that provides utilities, which make working with Angular even easier.
Deployment and Delivery on AWS	Continuous delivery is a practice in which code changes are automatically built, tested, and prepared for deployment. In this course, you will learn the basics of Docker, and how to use Amazon Elastic Beanstalk.
Using AWS CodeDeploy	AWS CodeDeploy allows you to automate code deployments. This makes it easier to rapidly release new features. In this course, you will learn how to use CodeDeploy.
Enabling Office 365 Services: SharePoint Online Sharing & Site Collections	Sharing resources with others has significantly changed in recent years. We no longer only share resources with internal users, we also share resources with external users. This course examines external user sharing with SharePoint Online and how to configure various settings for site collections. This course will prepare you for various SharePoint Online external user sharing and site collection topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Enabling Office 365 Services: Collaboration Solutions	It is common for users to work closely together on projects. Having the right collaboration solutions in place will make working closely together a much more enjoyable experience. In addition, the right solutions can make users more efficient as they collaborate. In this course, you will explore collaboration solutions such as Yammer, SharePoint Online, Office 365 Groups, OneDrive for Business, Office 365 Video, and Delve. In addition, you will explore DLP for SharePoint Online. This course will prepare you for various Collaboration solution topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Automation and High Availability	Domain #1 of the 70-533 exam will test your ability to scale web apps to ensure Azure services are always available and perform optimally. Domain #2 focuses on virtual machine management including using a variety of automation methods.
Azure Backup and Recovery	Disaster recovery is proactive planning. In this course, you'll learn how to back up Azure data, as well as how to plan Azure site recovery as per exam 70-533 Domain #3.
Data Communication and Visualization	The final step in the data science pipeline is to communicate the results or findings. In this course, you'll learn communication and visualization concepts needed by data scientists.
Write, Read, and Aggregate Data	MongoDB provides CRUD operations to read and write documents within collections. This course will demonstrate how to create and manage documents, as well as how to query them using the find() method and aggregation.
Indexes and Query Optimization	Administrating a MongoDB database requires ensuring queries are responding fast enough for users to obtain the correct data from the database. In this course, you'll learn how to create indexes and perform query optimization.
Tableau Interface and Sharing	Tableau is data visualization software that connects easily to nearly any data source, transforming data into appealing visualizations called dashboards. In this course, you will examine the interface and learn how to share visualizations.
Tableau Visualization Design	Tableau transforms data into interactive visualizations with an easy-to-use drag-and-drop interface, allowing users to clearly and efficiently comprehend data. In this course, you will learn various techniques used in visualization design.
Tableau Charts	Tableau charts help you visualize your data to show trends and offer important insight into your data. In this course, you will learn about popular Tableau chart types.
Tableau Data Connections	Tableau is able to connect to almost any data source available, making it possible to view and analyze data from a variety of places. In this course, you will learn about how to connect to your data.
Electrical Safety: Qualified Worker â€" Part 2	This course is the second part of a comprehensive overview of the basic criteria for electrical safety-related work practices stipulated in the National Fire Protection Agency (NFPA) 70E Standard for Electrical Safety in the Workplace. It presents guidance on such topics as working near overhead or underground lines, using appropriate testing equipment for different environments, and selecting correct protective equipment in accordance with the NFPA Standard.
Project Planning Documents	When planning a project, various project artifacts are created to fully document project work from beginning to end. These artifacts are maintained as assets for reference purposes for the current project and also for future project work. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
SSIS Variables	SQL Server 2014 allows for the use of parameters, variables, and expressions to create dynamic packages. This course covers SSIS variable concepts, such as system variables, scope, parameterization of properties, and data types.
Troubleshooting Data Integration	SSIS includes tools and features that can be used to troubleshoot data integration. In this course, you'll learn how to debug and troubleshoot packages at the design and production level using techniques such as data viewers.
SSIS Security	SSIS consists of several layers, including digital signatures and database roles, to provide a rich and flexible security environment. This course covers techniques and recommendations on how to secure an SSIS deployment.
DevOps Management and Capabilities	In this course, you will examine how a DevOps process-oriented organization can better manage its software assets, services, devices, and deployment approach.
IBM Pattern Modeling Analysis Tool	If you need a tool to analyze Java heap usage and recommend key configurations, the IBM Pattern Modeling Analysis Tool (PMAT) is the tool for you. In this course, you will learn the key features and functionality of PMAT.
PowerShell 5.0 Syntax, Help, and Conditionals	Windows PowerShell 5.0 cmdlets are used to undertake common administrative tasks. In this course, you will be introduced to PowerShell cmdlet and help syntax, as well as comparison operators and conditional statements.
Implementing Server Patching and Updating	A huge trend in security is the rapid updating of security controls of server systems. This course examines the implementation of secure server patching and updating with Windows Server Update Services (WSUS) and prepares you for exam 70-744.
Apache Subversion Fundamentals: Getting to Know Subversion	Apache Subversion is an open source version control system which can track incremental versions or revisions of files and directories. It provides the ability to view the changes that occurred in each of the versions and even recall a version. In this course you will learn about the fundamentals of Apache Subversion (SVN) including its function, architecture and repositories and how to setup an SVN server and SVN interface client. The course also covers working with SVN and the TortoiseSVN a Subversion interface client.
Visual Studio Mobile Center Introduction and New Features	In this course, you will be introduced to the Visual Studio Mobile Center, learn how it works, and how to get started using it.
Mobile Center Tools	In this course, you will be introduced to leveraging tools with the Visual Studio Mobile Center and how analytics can be leveraged for your applications
Mobile Center for Xamarin and React	In this course, you will be introduced to the Visual Studio Mobile Center Identity Management and how Mobile Center can be leveraged for managing application crashes.
vSphere 6.5 Overview	VMware vSphere virtualization provides amazing high availability, resource utilization, scalability, and cost benefits. This course covers these benefits, basic VMware infrastructure, and licensing levels needed for particular features.
Introduction to HTML5 and CSS	This course covers HTML5 and CSS3. It focuses on fundamentals and provides demonstrations of how to create styles and web pages. This course is part of a series of courses, which will help you prepare for the Microsoft 70-480 exam.
Data Flow, Consuming, and Transmitting Data	This course will cover important aspects in program flow including consuming and transmitting data with HTML5. In addition, this course will introduce the use of Ajax to assist you with preparing for the Microsoft 70-480 exam.
Designing an Azure Architecture	Microsoft Azure provides numerous automation tools. This course covers objectives for the 70-534 exam, such as using the Azure portal, Azure PowerShell, Azure CLI, and Azure Runbooks.
Designing Azure Storage	The 70-534 exam will test the candidate's ability to select the best storage option for a given scenario. Azure has numerous database storage options that are covered in this course.
Designing Azure Networking	This course will help prepare you for the 70-534 exam, which will test the candidate's abilities in configuring Azure networking components to allow connectivity within and to the Azure cloud.
Enabling Office 365 Services: Exchange Online Policy, Migration, and Compliance	Protecting Exchange Online users from malware and spam, as well as ensuring everyone is compliant with the various regulations that exist, while being mobile, is critical for your business success. In this course, you will explore anti-malware and anti-spam policies, notifications, and the implementation of Advanced Threat Protection. You will also discover how to manage the Office 365 Protection Center (Security and Compliance Center), how to enable legal hold, configure mobile access, and implement data loss prevention. In addition, you will examine the various migration methods and discover when to use each one. This course will prepare you for various Exchange Online topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Azure App Services	In this course, you'll learn what Azure App Services is used for, as well as how to deploy various types of services. You'll also get hands-on experience deploying and managing web apps, which is required as per 70-533 Domain #1.
Server	QlikView Server is used to host and share information to users within a secure environment. In this course, you will learn about how to deploy and manage QlikView Server.
Diving into the World of Spotfire	Spotfire brings more complexity to the BI individual by providing many layers of visualization analytics. This course will demonstrate this by adding context and input controls to the Spotfire analysis.
Spotfire Automation, Analyzation, and Visualization	With Spotfire, it's possible to automate analytics without user interaction. This course will introduce you to the automation services as well as diving deeper with analyzations and visualizations.
More Spotfire Visualization Techniques	Spotfire assists and provides an intuitive approach to deep data exploration. This course will demonstrate the use of various annotations and colors to enrich analysis visuals and go through concepts in map chart visualization.
Spotfire Data Combinations	Spotfire allows many combinations of disparate data sources without the need of custom scripting or any IT intervention. In this course, we will explore those various data combinations and also look at exporting and publishing data visualizations.
Advanced TIBCO Spotfire	Several other operations can be achieved with more complex Spotfire operations. This course will investigate further into the advanced areas of Spotfire including additional clients and processes.
Project Documents and Terminology	Once project work begins, the project manager and team must monitor project performance against the plan. Variance is addressed in order to keep the project on track. Various project documents are created and utilized when monitoring and controlling project work. Common project terminology and acronyms are also utilized across the industry and within project teams to ensure effective communication, and the removal of barriers to understanding. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004.
Data Load Options	SSIS is an extensible platform for creating data integration and workflow solutions. In this course, you will explore various options to load data.
SSIS Components	SSIS can be installed during the SQL Server installation or as a separate component. Before installation, there are a number of factors needing consideration, such as upgrade options and architecture. This course will cover SSIS components.
Auditing, Logging, and Event Handling	SSIS and SSDT both offer tools and techniques to monitor and optimize SSIS solutions. In this course, you'll learn how to implement auditing, logging, and event handling.
SSIS Solutions	SSIS consists of several layers, including package properties and centralized management, to provide a rich and flexible environment. This course covers SSIS catalog creation and package deployment.
Mentoring PK0-004 CompTIA Project+	Skillsoft Mentors are available to help students with their studies for exam PK0-004 CompTIA Project+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Apps and Gaming	In this course, you'll explore apps such as Photos, Maps, Movies, and Skype, and discover gaming enhancement features in the Windows 10 Creators Update.
Creating an Application	Configuring the environment is the first step in the Angular app development process. In this course, you'll learn how to install and set up the prerequisites for creating an Angular development environment. The course will cover creating an app root module and root component as part of building a basic Angular application.
Mobile Center SDK for Android and iOS	In this course, you will be introduced to the Visual Studio Mobile Center SDK and how it is used with Android and iOS.
Mobile Center for Xamarin and React	In this course, you will be introduced to the Visual Studio Mobile Center and how it is used with Xamarin and React Native.
Introduction to ASP.NET MVC Web Applications	In this course, you will learn how to create and add new pages in web forms, web pages, and ASP.NET MVC web applications, as well as how to create and apply layout and master pages for each type of application in Visual Studio 2017.
Adaptive AI, Graphics, and Animation	This course dives into the various adaptive AI and animations of HTML5, including SVG graphics, and 2-D and 3-D models. You'll learn how to animate all components and prepare for the Microsoft 70-480 exam.
Business Analysis Overview	In this course, you'll learn about the role of the business analyst, the benefits of business analysis, and fundamental business analysis concepts, terms, and knowledge areas.
The Requirements Life Cycle Management Knowledge Area	In this course, you'll learn about the tasks in the Requirements Life Cycle Management knowledge area.
RADD Knowledge Area: Part 2	In this course, you'll learn about the final tasks in the Requirements Analysis and Design Definition knowledge area: defining a requirements architecture, defining design options, and analyzing potential value and recommending solutions.
The Solution Evaluation Knowledge Area	In this course, you'll learn about the tasks in the Solution Evaluation knowledge area.
Navigating Your Own Emotions	No one else is responsible for our emotions; we own them, and we must know how to handle them. In this course, you'll learn about the science of emotion and techniques for becoming emotionally self-aware and managing your emotions.

Navigating Other People's Emotions	Organizational and interpersonal dynamics will continually challenge your emotional intelligence. In this course, you'll learn how to recognize emotional awareness in, listen to, and empathize with others by using emotional intelligence.
Navigating the Workplace with Emotional Intelligence	Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork.
Focusing on the Bottom Line as an Employee	Workplace cost consciousness is every team member's responsibility. In this course, you'll learn how employees can contribute to cost control efforts by making cost changes, including to travel, supply, and facility costs.
Managing with a Cost-control Mindset	Managing costs effectively is critical to business success and can help you avoid painful cuts. In this course, you'll learn how to identify cost management opportunities, get your team involved, and use tools like cost splitting and Lean.
Facing Virtual Team Challenges	Virtual teams can face the same difficulties as other teams, but also have unique challenges. In this course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.
Choosing and Preparing Your Delegate	Delegating work motivates your team and frees you up for other tasks. In this course, you'll explore delegation styles and fundamentals. You'll also learn about preparing and launching a delegation and educating and authorizing delegates.
Taking Your Team to the Next Level with Delegation	When delegation is working for your team, how can you take it to the next level? In this course, you'll explore levels of responsibility you can delegate to further team development. You'll also learn how to improve your delegation skills.
Reaching Customers Digitally	Every company knows there is no future without digital marketing. In this course, you'll learn about marketing communication strategies, the digital marketing funnel, digital marketing planning, and the role of social media in marketing.
Helping Customers Find You	Search engine marketing (SEM) is the most powerful promotional tool available, eclipsing traditional advertising. In this course, you'll learn about paid and organic SEM tactics that can help bump your site to the top of search results.
Managing Your Corporate Reputation Online	Anything potential customers can learn about your brand online should be the focus of your reputation management efforts. In this course, you'll learn about building and maintaining an online PR strategy and weathering social media storms.
System Management	To allow for seamless storing and retrieval of data in MongoDB, there are many operational requirements that must be handled. In this course, you will learn how to manage databases, collections, and then learn about GUI management tools.
Microsoft Azure SQL Database Security	Determining how to secure databases in SQL Server 2016 is one of the most important parts of a deployment strategy. This course covers how to implement firewalls, authentication, and auditing to ensure Microsoft Azure SQL database security. In addition, this course covers dynamic data masking, a feature in SQL Server 2016 that can be used to limit exposure to sensitive data. This course is one of a series of courses that cover the objectives for the 20765A: Provisioning SQL Databases exam.
Operations Manager	Operations Manager is used as a monitoring service for your datacenter and cloud infrastructures. In this course, you will learn about Operations Manager and plan a deployment strategy.
Service Manager	Service Manager provides the ability to manage incident and problem resolutions. In this course, you will learn about Service Manager as well as the system and software requirements involved when planning for deployment.
Information Security Governance (Part 2)	This course helps the learner establish and maintain an information security governance framework and supporting processes aligned with organizational goals and objectives. The course helps prepare the student for the CISM exam Domain 1.
Information Risk Management (Part 1)	This course covers managing information risk to an acceptable level based on risk appetite in order to meet organizational goals and objectives. You will also prepare for the CISM exam Domain 2.
Information Risk Management (Part 2)	In this course, you will learn to manage information risk to an acceptable level, based on risk appetite in order to meet organizational goals and objectives. This course helps prepare you for the CISM exam Domain 2.
The BA Planning and Monitoring Knowledge	In this course, you'll learn about the tasks in the Business Analysis Planning and Monitoring knowledge area.
The BA Elicitation and Collaboration Knowledge Area	In this course, you'll learn about the tasks in the business analysis Elicitation and Collaboration knowledge area.
The Strategy Analysis Knowledge Area	In this course, you'll learn about the tasks in the Strategy Analysis knowledge area.
RADD Knowledge Area: Part 1	In this course, you'll learn about three tasks in the Requirements Analysis and Design Definition, or RADD, knowledge area: specifying and modeling requirements, verifying requirements, and validating requirements.
Business Analysis Analytical Techniques	In this course, you'll learn about effective techniques that business analysts can use for analytical activities throughout a project.
Business Analysis Activities and Tools	In this course, you'll learn about activities to perform and tools to use for effective business analysis.
Perspectives for Effective Business Analysis	In this course, you'll learn about the characteristics of Agile, business intelligence, information technology, business architecture, and business process management perspectives.
Establishing Effective Virtual Teams	Building a solid team is enough of a challenge when everyone is in the same location. Virtual teams require even more commitment. In this course, you'll learn about remote management and tactics for communication, assessment, and meetings.
Getting What You Expect from Your Delegate	Good delegation results depend on the right level of supervision. In this course, you'll learn how to supervise and motivate your delegates. You'll also learn how to respond when things go wrong and provide constructive criticism.
Cloud Primer	This course will provide an understanding of cloud computing concepts and, specifically, how Amazon Web Services can meet business needs.
Management Tools	Technicians responsible for managing AWS resources have many tools at their disposal. One-off configurations are often executed using the AWS management console but automation is possible using PowerShell and the AWS command line interface.
Storage	All AWS services are affected by storage in one way or another. This course covers storage for EC2 virtual machines, general S3 storage, as well as longer-term storage through Glacier.
Networking	This course covers fundamental networking components such as VPCs and subnets. Other networking topics such as Route 53 DNS domains, CloudFront content delivery, and dedicated links to AWS through Direct Connect are also covered.
Virtual Machines and Identity and Access Management	This course covers EC2 virtual machine deployment, configuration, and management. It also covers the role of identity and access management.
WorkDocs	In this course, you'll learn how office productivity needs are met through the use of Amazon WorkDocs for file management and sharing.
Other AWS Services	In this course, you'll explore a variety of AWS topics related to security, mobile hub, IoT, high availability, and big data analytics.
Creating Virtual Machines (VMs) and Workloads	There are a multitude of considerations when implementing virtual machines (VMs) in Azure. This course covers best practices to follow when deploying workloads on an Azure VM, and also how to create and configure VM images in Azure.
Configuring Azure VM Networking	Azure virtual machines (VMs) can be configured to meet the needs of most networked environments. In this course, you will explore the basic VM networking configurations.
Azure VM Scaling and Storage	Automatic scaling is a cost-effective method of maintaining performance levels. In this course, you will learn about scaling virtual machines (VMs) to meet the demands of a growing environment and also look at VM storage.
Enabling Office 365 Services: Exchange Online Addresses, Mailboxes, Archiving	Moving resources to the cloud is a common theme these days. Exchange Online allows you to deploy Exchange in the cloud. Going forward, being able to configure and manage Exchange Online is an important skill to have. In this course, you will configure email addresses, external contacts, resource mailboxes, distribution lists, and mailbox delegation. You will also explore archiving and the various retention policies that can be set. This course will prepare you for various Exchange Online topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Office 365 Tenancy and Licensing	This course covers the basic tasks required to create and configure tenants in Office 365. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Office 365 Pilot Deployment	This course covers the planning required to complete an Office 365 pilot deployment. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
The Present Threat Landscape	There are always new emerging threats and other exploits on the horizon. This course examines the status quo in security threats, recognizing threat actors and their attributes, and will prepare the learner for the Security+ SY0-501 exam.
Types of Malware	Most malware is a set of stealthy, complex, hybrid malicious code. This course will specify the different types of malware that organizations must deal with daily, and will prepare the learner for the Security+ SY0-501 exam.
Social Engineering and Related Attacks	It can be safely said that the human factor is the main vulnerability in the modern enterprise. This course covers social engineering and other attacks and prepares the learner for the Security+ SY0-501 exam.
Application and Service Attacks	Modern attacks have only become more pervasive and sophisticated. This course covers application and service-level attacks and will prepare you for the Security+ SY0-501 exam.
Cryptographic and Wireless Attacks	Finding weaknesses in cryptosystems is not simply an exercise for cryptanalysts but also a goal of hackers. This course explores cryptographic and wireless attacks and will prepare you for the Security+ SY0-501 exam.
Penetration Testing and Vulnerability Scanning	Some of the best tools for improving security can also be in the wrong hands. This course identifies penetration testing methods and tools, as well as vulnerability scanners. This course will prepare you for the Security+ SY0-501 exam.
Impacts from Vulnerability Types	There are a wide variety of impacts affecting every layer of the OSI model. In this course, the different effects of vulnerability types will be explored. The course will also prepare you for the Security+ SY0-501 exam.
Components Supporting Organizational Security	One of the main goals of security is to protect the network and client-server architecture. This course covers the various components that support organizational security and it will prepare you for the Security+ SY0-501 exam.
Security Assessment Using Software Tools	There is a saying that a craftsman is only as good as his tools. In this course, the learner will explore several demonstrations of various tools for security assessment as well as prepare for the Security+ SY0-501 exam.
Cryptography	Protecting your information at rest, in transit, and in use is your top priority. In this course, you will explore various cryptographic concepts. This course will help prepare you for the SY0-501 Security+ exam.
Public Key Infrastructure	All secure communications begin with trust. In this course, you will explore the important role that PKI plays for secure communications. This course will also help prepare you for the SY0-501 Security+ exam.
Wireless Security Settings	It is common for all organizations to have wireless networks, but these networks may not be secure. This course covers how wireless networks can be secured, and it will also help prepare you for the SY0-501 Security+ exam.
Analyzing Output from Security Technologies	One of the big trends is using big data to analyze and handle security attacks. In this course, output will be gathered and analyzed by several common security technologies, and you will be preparing for the Security+ SY0-501 exam.
Deploying Mobile Devices Securely	With the explosion of BYOD in corporate environments, there has been a rapidly emerging focus on securing mobile solutions. This course will help the learner deploy mobile devices securely and prepare for the Security+ SY0-501 exam.
Implementing Secure Protocols	It is no mystery that the original TCP/IP protocols are quite vulnerable. In this course, the learner will recognize a number of secure protocol implementations, as well as prepare for the SY0-501 exam.
Troubleshooting Common Security Issues	The simplest answer is usually correct and that is never truer than when troubleshooting security. In this course, the learner will explore common root causes of security issues, as well as prepare for the Security+ SY0-501 exam.
Identity Concepts and Access Services	Identity services are a huge initiative in securing modern networks. In this course, you will explore the tools used to secure the environment based on the entity context as well as prepare for the Security+ SY0-501 exam.
Identity and Access Management Controls	Access control is at the heart of any successful security policy and deployment. In this course, you will classify different access control models and biometric factors and prepare for the SY0-501 Security+ exam.
Common Account Management Practices	Security practitioners must be able to audit the implementation of account control mechanisms. This course will exploit these components as well as prepare the learner for the SY0-501 exam.
Frameworks, Guidelines, and Physical Security	Following best practices and implementing physical controls are critical. In this course, you will explore best practices in addition to physical security measures. This course will help prepare you for the SY0-501 Security+ exam.
Implement Secure Network Architecture Concepts	Isolation and location is critical to security success. In this course, you will explore the benefits of isolating, separating, and placing resources in your organization. This course will help prepare you for the SY0-501 Security+ exam.
Secure System and Application Design and Deployment	Layered security is the key to security success. In this course, you will examine when and where security needs to be considered for devices, systems, and applications. This course will help prepare you for the SY0-501 Security+ exam.
Understanding Cloud, Virtualization, and Resiliency Concepts	Maximizing resources and uptime is critical today. In this course you will explore virtualization and cloud concepts as well as ways to provide resiliency. This course will help prepare you for the SY0-501 Security+ exam.
Policies, Plans, and Procedures	Security is only as strong as the underlying policies, plans, and procedures. In this course, you will explore the importance of policies, plans, and procedures for security. This course will help prepare you for the SY0-501 Security+ exam.

Course	Description
Business Impact Analysis and Risk Management	Knowing where to focus your security efforts is critical. In this course, you will be introduced to the value of BIA and Risk Management for your organization. This course will help prepare you for the SY0-501 Security+ exam.
Incident Response, Forensics, Disaster Recovery, and Security Controls	Being prepared and ready to react is key to security success. In this course, you will explore procedures that are needed when disaster strikes and how to protect privacy. This course will help prepare you for the SY0-501 Security+ exam.
IBM BigInsights Fundamentals: Hadoop Solution	IBM BigInsights Apache Hadoop combines the open source Hadoop framework with enterprise-grade capabilities. It provides businesses the ability to gain insight into data and ways to effectively manage and analyze big data. In this course, you will be introduced to the fundamentals of IBM BigInsights Apache Hadoop, including its components, features, benefits, capabilities, and the architecture of IBM BigInsights Hadoop.
IBM BigInsights Fundamentals: Analyzing, Querying, and Extracting Big Data	IBM BigInsights allows organizations to manage and analyze big data from various sources. It helps to process and analyze the volume and variety of data that is created and collected every day. In this course, you will learn how to use BigSheets to analyze data, how to use Big SQL to query and analyze data, and analyze data using BigInsights Text Analytics. The course also covers using Big R to analyze data.
Java REST and GridFS	MongoDB has some very powerful features to allow you to query and manipulate data. In this course, you will learn how to use Persistence, and use a Java REST API, and you'll be introduced to GridFS.
MongoDB with Python	MongoDB can be queried, manipulated, and managed with Python. In this course, you will learn about PyMongo, use GridFS with Python, and use a Python REST interface.
Core Commerce and the Product Catalog	Oracle Commerce comes with commerce-specific repositories as well as Core Platform repositories extended for commerce. Knowing the structure of commerce catalogs and catalog-related objects is essential to design and build Oracle Commerce applications. In this course, you will learn how product catalogs are conceptually implemented in repositories, the ways in which catalog repository data is displayed on a page, and apply SQL repository configuration skills to Commerce product catalog customizations. This course is one of a series in the Skillsoft learning path that covers the material for the Oracle Commerce Platform Fundamentals for Developers.
Predictive Analytics & Big Data	Predictive analytics uses techniques, such as statistics and machine learning, to build predictive models, often using big data to test and validate these models. Explore key features of predictive analytics and big data.
Process & Application	For any organization, predictive analytics is quickly becoming a key component for organizational success. Discover the application of predictive analytics to various industries, and explore the process and roles involved.
Database Instances	SQL Server Resource Governor is a feature used to manage SQL Server workloads and resource consumption by specifying limits on resources such as CPU, IO, and memory. This course covers the Resource Governor and the cloud database service, Microsoft Azure Cloud SQL Database. In addition, monitoring and troubleshooting database instances is also covered. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Tableau Time Dimensions	Tableau allows you to identify data trends over time and can assist in forecasting future data tendencies. In this course, you will learn to utilize time dimensions.
Tableau Maps	Tableau offers the ability to turn location information into interactive maps, allowing data to be analyzed geographically. In this course, you will work with Tableau maps.
Tableau Advanced Visualizations	Tableau offers effective visualization that helps users with analysis and determining the reasoning regarding data and evidence. In this course, you will work with advanced visualizations.
Tableau Calculations	After obtaining a solid understanding of Tableau basics, you can perform more advanced analysis by creating various types of calculations. In this course, you will learn about Tableau custom calculations.
Performance Analyzer Features	The IBM Application Performance Analyzer helps identify system constraints and improve application performance. In this course, you will learn the key features and functionality of the Application Performance Analyzer.
Securing Network Infrastructure Traffic	In order to provide defense-in-depth security, traffic must be protected as it traverses the wire. This course covers IPsec, SMB protection, secure DNS, and Microsoft Message Analyzer (MMA). You will also prepare for exam 70-744.
Deploy and Manage Service Management Automation	Service Management Automation allows the creation, monitoring, and deployment of resources to be automated. In this course, you will learn how to deploy and manage Service Management Automation runbooks.
Introducing the Windows 10 Creators Update	The Windows 10 Creators Update is a major release that focuses on creativity and a better web surfing experience. Explore the Windows 10 Creators Update and discover how to install it and navigate its new features.
Windows Store, Security, and Browsing	Explore the Windows 10 Creators Update and improvements to the Windows Store, enhanced security and privacy, improved sign-on features, and a better web browsing experience with Edge.
Windows Ink and Paint 3D	In this course, you'll explore the creative enhancements of the Windows 10 Creators Update, including Windows Ink, 3D Paint, and Remix 3D.
Python: Data Science Fundamentals	Python is a high-level programming language that has code readability and simplicity as its primary design goals. Coupled with a few key APIs, it also becomes a very powerful data analysis tool. This course will cover basic data science fundamentals and apply them to Python.
Model-driven Forms	Angular provides an alternative way to handle forms because collecting data via forms and inputs can be a time-consuming portion of developing a web app. In this course, you will learn how to create forms in Angular using the model-driven approach.
Routing	Angular apps are typically front-end based and therefore client-side dominant. In this course, you will learn how to set up client-side routes and navigation in an Angular app.
Information Security Incident Management (Part 1)	In this course, the candidate will learn how to plan, establish and manage the capability to detect, investigate, respond to and recover from information security incidents. This course helps prepare the student for the CISM exam Domain 4.
MVC Application Routes	In this course, you will learn how to configure and implement MVC routes, as well as define, link, and redirect areas in Visual Studio 2017.
Business Analysis Documentation and Personal Skills for Effective Business	In this course, you'll learn about documentation techniques, business and use cases, metrics, and acceptance and evaluation criteria for effective business analysis work. In this course, you'll learn about personal skills required by business analysts for effective business analysis.
Business Analysis Professional Effectiveness Competencies	In this course, you'll learn about competencies fundamental to business analysis, including behavioral characteristics, business knowledge, and the tools and technology knowledge necessary for effective business analysis work.
Acting with Diplomacy and Tact	People who communicate with diplomacy and tact are able to inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases.
Navigating Challenging Situations with Diplomacy and Tact	You'll likely face unpleasant situations or tasks at some point in your career. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.
Fundamentals of Business Storytelling	Storytelling has long been how humans communicate meaningful information to each other. In this course, you'll learn about the elements of an effective story and audience and strategies for crafting and presenting a business story.
Driving Change with Coaching	Coaching relationships are different from other working relationships. In this course, you'll learn about the enrollment, discovery, and action plan stages of coaching and techniques like questioning, listening, observing, and challenging.
Measuring and Sustaining a Coachee's Performance	Desired results are achieved more quickly with the guidance of a coach. In this course, you'll learn about how to measure and ensure a coachee's progress, commitment, and accountability and when and how to close a coaching engagement.
Project Initiation and Planning (PMBOKÂ® Guide Sixth Edition)	This course introduces project integration management activities including developing the project charter and developing the project management plan. This course will assist learners in preparing for the PMIÂ® certification exam.
Managing Project Work (PMBOKÂ® Guide Sixth Edition)	This course covers the Direct and Manage Project Work, Manage Project Knowledge, and Monitor and Control Project Work processes. This course will assist learners in preparing for the PMIÂ® certification exam.
Project Changes and Closing (PMBOKÂ® Guide Sixth Edition)	This course covers the Perform Integrated Change Control and Close Project or Phase processes. This course will assist learners in preparing for the PMIÂ® certification exam.
Capturing, Analyzing, and Using Project Lessons Learned	This course covers collecting, analyzing, managing, and passing on lessons learned. This course will assist learners in preparing for the PMIÂ® certification exam.
Strategically Focused Project Management	This course covers best practices for strategically managing projects to reach planned goals and expected value. This course will assist learners in preparing for the PMIÂ® certification exam.
Plan and Define Project Scope (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Scope Management, Collect Requirements, and Define Scope processes. This course will assist learners in preparing for the PMIÂ® certification exam.
Create Work Breakdown Structure (PMBOKÂ® Guide Sixth Edition)	This course introduces characteristics and purpose of a WBS, and covers the Create WBS process. This course will assist learners in preparing for the PMIÂ® certification exam.
Validate and Control Scope (PMBOKÂ® Guide Sixth Edition)	This course covers the Validate Scope and Control Scope project management processes. This course will assist learners in preparing for the PMIÂ® certification exam.
Define and Sequence Activities (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Schedule Management, Define Activities, and Sequence Activities project schedule management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam.
Adobe Captivate 9: Getting Started	Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn basic tasks in Adobe Captivate 9 such as creating a responsive project, using the timeline, applying themes, adding assets, adding Multi-State Objects, and working with SVG files.
Cloud Tech Primer	In this course, standard IT technologies will be mapped to cloud equivalents in the AWS environment.
The AWS Cloud	This course covers cloud computing concepts and also defines AWS services that can solve specific business problems.
Core AWS Management	This course covers common AWS management tools at the GUI and command line levels. It includes content covered on the AWS Certified Solutions Architect - Associate exam.
EFS and EBS	In this course, you will not only learn EFS and EBS concepts, but you'll put them into practice using GUI and command line tools.
Cloud Storage Solutions	This course covers S3 bucket storage, long-term archiving with Glacier, the AWS storage gateway for providing cloud storage access to on-premises clients, and data import and export options.
Virtual Private Clouds (VPCs) and Subnets	In this course, planning, creating, and managing VPCs and subnets will be covered, as well as Direct Connect and Network ACLs. The course includes content covered on the AWS Certified Solutions Architect - Associate exam.
Command Line VM Management	This course shows you how to use the AWS CLI and PowerShell to create and manage EC2 instances.
Caching, Performance, and High Availability	AWS provides numerous caching services and performance and high availability solutions. This course explores the available options.
AWS Security	This course provides examples of how to secure AWS resources such as EC2 instances, S3 buckets and EBS volumes.
AWS Disaster Recovery	In this course, you'll explore methods of restoring disrupted AWS services with minimal downtime.
AWS Database Services	AWS offers multiple cloud-hosted database solutions. This course will explain when to use a specific database solution and how to enable database high availability.
Azure Virtual Machines	Azure virtual machines provide the underpinning for many Azure services. In this course, you'll examine virtual machine deployment methods including ARM templates, as you prepare for exam 70-534.
Designing Azure Web Apps	In this course, you'll learn how to deploy and manage Azure App and Mobile services. You'll also use scheduled WebJobs to perform background maintenance tasks, as you prepare for exam 70-534.
Messaging and Hybrid Applications	In this course, you'll learn how application messaging components work together using services such as Storage Queue and Service Bus. Joining devices to Azure AD will also be covered, as you prepare for exam 70-534.
Compute-Intensive Applications	In this course, you'll explore methods of configuring long-running and compute-intensive applications. You'll also learn about integrating Azure services such as Azure AD and IoT Hub, as you prepare for exam 70-534.
Designing an Azure Security Strategy	In this course, you'll learn how identity management is used to control access to Azure resources. Azure encryption options and role-based management will also be covered, as you prepare for exam 70-534.
Azure Monitoring and Disaster Recovery	This course focuses on planning for business disruptions using features such as load balancing and Hyper-V Replica. You will also implement Azure monitoring to track service performance and availability, as you prepare for exam 70-534.
SQL Databases	In this course, you'll learn about designing a solution architecture, data loading strategies, and service tiers. You'll also prepare for the 70-473 exam, which will test candidates on designing and implementing database solutions.
Implementing a SQL Database	In this course, you'll learn how to provision a SQL Database, and you'll discover its additional features, such as the database engine and business intelligence tools.
Azure Virtual Machines	Azure virtualization enables a wide range of computing solutions with support for Windows, Linux, and other operating systems. Provisioning, optimizing, and managing Azure VMs is covered in this course.
Hybrid SQL Server Solutions	This course covers the best practices involved in designing available hybrid solutions for storage, backup, and recovery, and VM scenarios in Microsoft Azure. It will also prepare you for the 70-473 exam.
Data Warehousing	Data Warehousing allows you to fully manage and scale a cloud service solution. Data Warehousing topics such as data loading, distributed data, and hybrid data sources are covered in this course.
Azure VM Monitoring and Availability	Monitoring VM performance helps ensure an environment runs optimally, while availability helps avoid downtime. In this course, you will explore the basics of VM monitoring and diagnostics as well as availability sets used for redundancy.
Azure Blob Storage	Azure Blob Storage is a service that allows unstructured data to be stored in the cloud as objects, or blobs. This course covers how to create, manage, and secure blobs and files in Azure.
Azure Storage Tables and Queues	Azure table storage provides fast and cost-effective access to data for all kinds of applications. In this course, you will dive deeper into storage tables and queues.
Managing and Monitoring Azure Storage	Azure storage is a durable, highly available, and scalable cloud storage solution. In this course, you will learn more about Azure storage and storage access management.

Course	Description
Azure SQL Database and Caching	Azure SQL Database is a cloud service, providing performance, scalability, and protection. Azure caching can help build highly scalable and responsive applications. This course covers Azure SQL Database implementation and cache management.
Cosmos DB and Azure Search	Cosmos DB, formerly DocumentDB is a NoSQL document database-as-a-service feature that was created for mobile and web applications. In this course, you will learn about Cosmos DB as well as the Azure Search service.
Implementing Communication and Messaging Strategies	Azure can offer secure communications between on-premises networks and the cloud, and a reliable cloud messaging service between applications and services. In this course, you will learn to implement communication and messaging strategies.
Designing Web Apps	Azure App Service can be used to develop and host web applications. This course covers the basics of creating and managing Web Apps in Azure.
Enabling Office 365 Services: Configuring and Managing Skype for Business Online	Today, we rely heavily on video as our primary form of communication, and end-users in our business expect it. Being able to configure and manage Skype for Business is an essential skill to have to meet end-user needs. In this course, you will learn how to configure Skype for Business Online end-user communication settings and how to manage Skype for Business Online, including enabling external access and customizing meeting invitations. This course will prepare you for the Skype for Business Online topics that are covered on the 70-347: Enabling Office 365 Services certification exam.
Office 365 Configuring Domains	This course covers the basic tasks required to create and configure domains in Office 365. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
PC Components	This course covers the CPU socket types and additional component connections to the PC. To power all the devices added to a computer, various power supplies are required. You will discover the types of power supplies on the market today.
Monitors and Output Devices	This course covers the various computer monitors and output devices attached to the PC or laptop.
Printers	This course covers the various printing technologies that businesses and home users have to choose from.
Internet Connectivity	This course covers they types of devices used to connect to the Internet or ISP. This includes both routers and smart devices.
Laptops	This course covers laptop components. While PCs and laptops share common components, laptops are a little more complex when taking apart and replacing components. There is also the option to add key components, like memory.
Mobile Devices	This course covers smart devices that are mobile. Since 2007, there are more smart phones and tablets than laptops and PCs sold. So being able to identify key components in a smart device is essential.
Computer Hardware Troubleshooting	This course covers the fundamentals of troubleshooting computer-driven devices. This is a key to helping support the industry with computer technology in everything used that is electronic in nature.
CompTIA A+ 220-902: Introduction to	This course gives you an introduction to the various Windows operating systems, and walks you through the installation process.
CompTIA A+ Exam 220-902: Using and Managing Windows	In this course, you will learn how to log in to Windows, and get it customized and ready for use. You will also prepare for exam 220-902.
CompTIA A+ Exam 220-902: Windows	In this course, you will learn how to set up and manage networking in Windows. You will also prepare for exam 220-902.
Mobile Troubleshooting	In this course, you'll learn how to identify and solve common issues that might occur on your mobile devices. You will also prepare for exam 220-902.
Managing Big Data Operations	This course covers the types of challenges being faced day to day by rethinking data systems from the ground up. This course also covers in-depth topics such as monitoring tools, orchestrations, and performance modeling.
Quality and Security of Big Data Operations	In this course, you'll learn about big data testing and challenges that organizations face with big data operations.
Application Deployment and Performance	QlikView offers a set of best practices as well as various tools in the Qlik Deployment Framework. In this course, you will learn about the Qlik Deployment Framework and the importance of performance and scalability.
Data Wrangling in R	To carry out data science, you need to gather, filter, transform, and explore data sets. In this course, you'll explore examples of data wrangling in R.
Debugging in R	One of the most important tasks in any programming language or development environment is debugging. In this course, you'll discover ways you can debug R code and improve the resilience of your R programs through defensive programming.
Programming Techniques in R	There are a variety of frequently used programming techniques you can apply to get the most out of the R language. This course covers a variety of techniques in R in order to increase the quality and performance of your R programs.
Domain-Specific Tools in R	There is a wide variety of support libraries in R to help you perform tasks such as rendering, documentation, referencing, string manipulation, and library management. In this course, you'll explore a range of domain-specific tools in R.
Replication and Security	It's important that data in a MongoDB database available to users at all times and that it's secure. In this course, you'll learn how to configure replication and security.
Map Reduce, Atomic Counters, and Binary	MongoDB has some very powerful features to allow you to query and manipulate data. In this course, you will learn how to use MapReduce and Atomic Counters, and how to store binary data.
User Management	Managing MongoDB is more than just storing and retrieving data. There can be many operational requirements and user management tasks that must be handled. In this course, you will learn how to manage users.
Backups, Monitoring, and Stats	MongoDB tends to be heavily used in performance-critical and large-scale environments. This means monitoring and backup solutions are important. This course will show how to monitor MongoDB stats, and explain backup and restore methods.
Java ASYNC Interface	The MongoDB Java Driver can be used to provide synchronous and asynchronous interaction with MongoDB. In this course, you will explore the Java Async Driver for asynchronous connections.
Tableau Dashboards and Data Organization	Tableau allows for immediate data transformations by using a drag-and-drop interface that builds and customizes the dashboards in seconds. In this course, you will learn to optimize your data organization and create effective dashboards.
Tableau Scripting	Tableau provides users with the ability to do complex analytics. It offers built-in calculations or can integrate with programming languages. In this course, you will learn how to integrate Tableau with R and Hadoop and work with scripting.
Scripting with Spotfire	Spotfire allows front-end users and report developers access to its API using the IronPython programming language. In this course, we will explore IronPython concepts, the Spotfire API, and provide an overview of the TERR language.
Complex Visualizations and Analytics	Spotfire allows businesses to make better decision-making with the use of their data visualization and analytics software. In this course, we will explore advanced visualization functionalities and self service analytics.
Machine Guarding 2.0	In this course, you'll learn about definitions, general requirements, and requirements for different kinds of machinery concerning the Machine Guarding Program. You'll also learn about various guarding methods, as well as defining terms associated with machine guarding. The content in this course is designed to comply with the intent of the applicable regulatory requirements. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.
Human Resources Core Knowledge: Skills, Concepts, and Tools	This course examines key skills required in human resource professionals, including the ability to lead and motivate others. Human resources concepts and applications are also examined, as well as ethics and professional standards that every organization should follow. This course also provides insight into how to perform environmental scans, and discusses organizational structures as well as change management. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Human Resources Core Knowledge: Functions and Activities	This course examines personnel and administrative functions such as organizational documentation requirements to ensure compliance with key regulations, how to gauge employee attitudes and opinions, and the job analysis process. Financial and vendor management is also discussed, including common budgeting and accounting concepts, quantitative and qualitative analysis, and third-party supplier management. This course also addresses tools and techniques used to support HR activities, such as HR technologies, techniques for forecasting HR needs, and risk-management techniques. Finally, this course provides instruction on project management approaches and applications. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Business Management and Strategy: The HR Function and Business Environment	This course examines many of the elements of an organization's corporate strategy, the role of the HR function in the strategic planning process, and the key elements in corporate governance. The course focuses on the vital contributions HR professionals often make in the development and organization-wide communication of the mission, vision, values, strategic goals, and objectives. The course will also look at current business and regulatory environments, and how a working knowledge of those areas allows HR professionals to be key contributors in the development, implementation, and evaluation of the organization's strategic plan. Finally, the course will highlight several key elements in the legislative and regulatory process with special reference to US federal laws.
Business Management and Strategy: HR and the Strategic Planning Process	Strategic planning provides an understanding of where the organization currently stands and what direction it hopes to take in the future. Human Resources professionals need to understand and become partners in the strategic planning process to ensure alignment between their department's functions and organizational strategy. This course explains the strategic planning process and the role of the human resource function in this process. Key strategic decisions during life cycle stages of an organization and how a cost-benefit analysis can help in making those decisions are discussed. This course also discusses how the HR function can support organizational budgeting â€" a key strategic planning activity, by providing data such as human capital projections and costs.
Business Management and Strategy: HR Functions and Roles	This course examines many of the key functions and roles HR professionals play in an organization. Key management functions for HR managers, similar to business managers in other functional areas, include planning, organizing, directing, and controlling various strategic and operational activities in their area. HR professionals play an important role in developing and executing strategies for managing organizational change. HR professionals also establish strategic relationships with key individuals within and outside the organization to facilitate organizational decision-making and to achieve organization's objectives. Finally, HR professionals participate in enterprise risk management to ensure that organization's risks are identified, analyzed, handled effectively, and monitored on a regular basis.
Workforce Planning and Employment: Employment Legislation	This course examines employment legislation and regulations regarding strategic workforce planning. It outlines how HR professionals are expected to ensure all workforce planning and employment-related activities comply with key federal laws and regulations. It discusses the development, implementation, and assessment of affirmative action plans and other equal opportunity considerations. It also provides direction on how HR professionals should approach internal staffing assessments to help ensure key skills and competencies are catalogued, reviewed for relevance, and tested on a regular basis. Additionally, this course provides instruction on how to gauge the effectiveness of past, current, and future hiring initiatives. The course covers the need for HR professionals to link workforce requirements to an organization's short-term and long-term objectives â€" for example, how employees contribute to these objectives.
Workforce Planning and Employment: Recruitment Strategies	This course focuses on job analysis and recruitment strategies. The process of analyzing and documenting job descriptions is an important step in workforce development. HR professionals need to be able to establish key criteria for hiring, retention, and promotion, and understand how to approach recruitment efforts strategically in order to help achieve key organizational objectives. This course will concentrate on these important skills as well as techniques for approaching and securing staffing alternatives, and for internal skills and labor market assessments and analysis. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Workforce Planning and Employment: Sourcing and Selecting Candidates	This course examines the sourcing and selection of employment candidates. Also covered are the best approaches to internal and external recruitment, with a focus on key recruitment sources such as job postings, referrals, and the various types of candidates, such as active and semiactive. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	This course examines many of the key elements of an organization's orientation, onboarding, and exit strategies. It focuses on HR's role in post-offer employment activities such as relocations and verification of employment status. This course examines the importance of and how to establish effective orientation and onboarding programs and how to ensure they remain relevant and effective. Retention strategies and supporting efforts are examined in detail, along with their direct correlation with organizational success. Finally, the course will provide direction on key organizational exit processes and procedures such as terminations, restructuring, and reductions in force (RIF).
Human Resource Development: Regulations and Organizational Development	This course examines Human Resource Development (HRD) and Organizational Development (OD) activities and initiatives. It provides instruction on the relationship between HRD and the organization, the key components of HRD, along with key federal legislation that affects HRD activities â€" both their development and delivery. This course also examines OD theories and applications and provides direction to HR professionals on how to approach OD initiatives to ensure they support organizational objectives. Employee development theories are also addressed, as well as how to approach employee training program activities using adult learning theories. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Human Resource Development: Employee Training	This course examines human resources development theories and activities, used to help increase individual and organizational effectiveness. Learners are provided with direction on how to assess an organization's training needs and how to approach employee training and development activities in order to develop general, as well as specialized, training initiatives and programs. Instruction on training facilitation techniques, instructional methods, and program delivery mechanisms is also provided. Approaches and tools for assessing the effectiveness of training and development initiatives are also addressed â€" such as surveys, as well as, pre- and post-testing.
Human Resource Development: Performance Appraisal and Talent Management	This course examines performance appraisals and talent management. One of the most important aspects of human resource development is retaining and extracting the most value out of high-potential employees. Instruction on how to develop and evaluate performance management programs is provided as well as methods to evaluate performance. This course also provides instruction on how to develop and evaluate the performance evaluation process and talent management programs. Mentoring and coaching approaches used to help manage organizational talent are also discussed. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Compensation and Benefits: Regulations, Strategies, and Needs Assessment	This course examines compensation and benefits programs â€" often referred to as total rewards programs â€" and their importance and impact on organizational objectives. It provides instruction on the applicable federal laws and regulations related to compensation and benefits programs as well as applicable tax regulations. This course also provides instruction on how to budget and account for compensation and benefits programs. Instruction is also provided on common compensation and benefits strategies and how to perform compensation and benefits needs assessments in order to better understand what type of approach is best suited for the organization in question. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Compensation and Benefits: Managing Policies, Programs, and Activities	This course examines compensation policies, programs, and activities. Instruction is provided on job evaluations, pricing, and pay structures, as well as common organizational pay programs. Compensation policies and programs are also discussed, as well as how to manage payroll-related information. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

Course	Description
Compensation and Benefits: Organizational Responsibilities	This course examines noncash compensation methods such as equity programs and noncash rewards. It also discusses common benefits programs such as health coverage and employee assistance programs (EAPs). Fiduciary responsibilities related to compensation and benefits are also examined, particularly Social Security and Medicare. This course outlines the importance of effective and ongoing employee communications regarding organizational compensation and benefits programs, as well as employee self-service technologies.
Employee and Labor Relations: Employment Regulations and Organizational Programs	This course focuses on the federal laws and regulations that affect employee and labor relations. It discusses individual employment rights, the Equal Employment Opportunity Commission (EEOC) complaint process, and the role HR plays in the employment litigation. The course also identifies strategies for facilitating positive employee relations and employee involvement in an organization. Finally, the course outlines methods for evaluating employee relations and the effectiveness of employee relations programs in the organization.
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	Positive and constructive relations between employers, employees, and unions are important for the success and growth of any organization. However, it is not uncommon for organizations to come across employee related-behavioral and disciplinary issues that might threaten the positive and productive work environment. This course examines some of the problematic behavior and performance situations and how an organization can work to improve them. The course then presents a process to initiate disciplinary action aimed at giving erring employees a chance to improve and to avoid undesirable employment litigations. The course goes on to discuss the alternative dispute resolution approaches as a way to prevent the escalation of disciplinary actions and termination of employees into lawsuits. The course also discusses the importance and roles of organizational policies, procedures, and work rules and how managers and HR professionals can work to make sure that employees understand and follow them.
Employee and Labor Relations: Unions and Collective Bargaining	One of the key goals of a labor union is to gain official recognition so that it is entitled to conduct collective bargaining on behalf of its members in a particular bargaining unit. This course examines the unionization process laid out by the National Labor Relations Act. Labor regulations also identify unfair labor practices by employers, such as activities that inhibit employees' effort to unionize, or inhibit their employment rights and conditions of work. Certain unfair labor practices by unions and employees are identified too. The course goes on to discuss the process, subjects of, and approaches for collective bargaining between unions and employers. The course also presents strikes, picketing, and secondary boycotts as the legal means of protest by employees.
Risk Management: Organizational Risk and Safety and Health Legislation	HR professionals are closely involved with various aspects of organizational risk management, especially risks that concern people. These include risks related to business continuity, noncompliance with laws that relate to managing and protecting human capital, and employee safety, health, security, and workplace privacy risks. This course examines various steps in the risk management process and risk management strategies in terms of business continuity planning and liability insurance. The course also discusses arguably the most important employee health and safety regulation for HR professionals, the Occupational Safety and Health Act. The course also presents some other key regulations that HR professionals should be aware of for managing organizational risks and avoiding any noncompliance risks.
Risk Management: Workplace Safety, Security, and Privacy	Safeguarding employees' safety, health, workplace security, and privacy is essential for an organization's continuation and success, and is of particular concern to HR professionals. This course explains various aspects of employee safety issues, programs, health hazards, and employee assistance and wellness programs that HR professionals should be aware of. It also outlines how security risk analysis and programs can be used to avoid future emergencies. Finally, this course examines workplace privacy issues, privacy policy, and concerns of employees and employers with regard to privacy. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.
Strategic HR for SPHR Exam Candidates Part I	Organizational leadership, including HR leadership, is directly involved in developing, refining, and implementing an organization's strategic plan. One of the key roles of senior HR professionals is to align activities in the HR function with the organization's strategic goals. Senior HR professionals are often directly involved with the corporate restructuring activities resulting from organizational changes and initiatives such as mergers and acquisitions, offshoring, outsourcing, and divestiture. Managing third-party contracting and technology and measuring strategic performance, specifically of the HR function, are some other key contributions the HR function makes to the organization. This course examines the core strategic functions of HR, the regulatory framework around them, and the specific capabilities required to perform them. The course also discusses organizational roles and responsibilities for ensuring ethical practices and ethical issues and challenges in performing these functions.
Strategic HR for SPHR Exam Candidates Part II	Planning and implementation of programs dealing with global workforce and compensation, succession planning, training effectiveness evaluation, and ever-changing employee needs are of strategic importance to HR professionals. This course discusses some of the key issues in dealing with global assignments and international assignees. It also outlines characteristics of a succession planning program and process in an organization. Various levels of training evaluation and evaluation methods are discussed too. The course also outlines changing employee needs and organizational programs to meet them. Finally, the course provides integral information on compensation and benefits for executives and international assignees.
Designing and Implementing Dimensions	A data warehouse combines data from multiple sources that can be used to create analytical reports. This course covers schemas and tables that are created within it and how to create dimension and fact tables.
Designing Data Flow	When working with data in a data warehouse, some level of transformation is usually required between the source and destination. In this course, you will learn about transformation and designing data flow.
SSIS Package Execution and Script Tasks	Microsoft SQL Server Integration Services (SSIS) is a platform that can be used to build packages for data warehousing. This course will demonstrate how to create simple SSIS packages and also explain script tasks.
Designing Control Flow	Control flow consists of three elements: containers, tasks, and precedence constraints, which can be used to provide structure, functionality, and order of operations. This course shows how to design control flow elements.
Data Quality Services (DQS) and Master Data Services (MDS)	DQS can help identify duplicate or invalid data entries and values while automatically correcting them. MDS enables data validation and rules to ensure consistency in your data. In this course, you'll explore both of these technologies.
Data Quality Projects	For anyone who is creating a data warehouse, data quality should be one of the top priorities. In order to trust the results of data analysis, high-quality data is essential. This course discusses strategies for data quality projects.
Mentoring SY0-501 CompTIA Security+	Skillsoft Mentors are available to help students with their studies for exam SY0-501 CompTIA Security+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Formatting E-mail and Configuring Message Options in Outlook 2013	The default installation of Outlook 2013 allows you to easily send and receive messages among colleagues and friends. There are, however, many options that help you make creative, more visually appealing messages, as well as options that change how messages are sent. This course discusses sending e-mail in different message formats as well as formatting options that can be applied to the text and background of an e-mail. Also covered are how to check your message's spelling and grammar, how to track outgoing messages, how to add voting buttons, and how to set importance and sensitivity options.
Management and Customization in Outlook 2013	Outlook 2013 provides a range of search functions as well as functions to flag and categorize Outlook items. The Outlook 2013 environment itself is also customizable. So in addition to controlling items within Outlook, you can configure Outlook itself to suit the way you work. The course covers how to use the Instant Search feature, which allows you to instantly find e-mail messages, and how to refine your searches in Outlook 2013. It covers the creation of Search folders, which is a type of virtual folder used to automatically organize messages in Outlook. Options that allow you to categorize and flag messages are also discussed. You will learn how to create and use local folders, and use the Note and Journal management tools. In this course, you will also learn how to customize the content panes in Outlook, how to customize views, add an account, and configure Outlook options.
Mail Automation, Cleanup, and Storage in Outlook 2013	Outlook 2013 contains a range of features to help manage the large volume of e-mail that many users receive on a daily basis. This course discusses managing e-mail messages with rules as well as configuring rules for automatic replies. It also covers options for managing junk mail and it discusses the cleanup tools available in Outlook 2013.
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013	Outlook 2013 has a range of management features for calendars, contacts and tasks. In this course, you will learn how to share calendars and manage multiple calendars. You will also learn how to customize your calendar to suit the way you work. The course will also cover how to share and manage contacts and will teach you how to import contacts and manage multiple address books. You also will learn how to forward and assign tasks and how to manage task assignments.
Server 2016 - Install, Store, and Compute: Containers and Hyper-V Migration	In this course, you'll examine how container objects are used as an isolation boundary in Windows Server 2016. The course also covers high availability and disaster recovery options provided through Hyper-V. This course is part of a series preparing for the Installation, Storage, and Compute with Windows Server 2016 (70-740) exam.
Heap, Thread, and Monitor Dump Analyzer	Explore key features and functionality of IBM application performance analysis tools, including IBM's Heap Analyzer and Thread and Monitor Dump Analyzer
PowerShell 5.0 Aliases, Providers, and Objects	Every time you work in PowerShell, you are working in the context of a provider. Aliases in PowerShell are a kind of shorthand for a cmdlet. This course covers aliases and providers, and also covers the pipeline and working with objects.
PowerShell 5.0 Remote Management	The ability to remotely run commands on a group of remote systems is one of the key advantages of Windows PowerShell 5.0. This course covers Windows PowerShell one-to-one and one-to-many remoting.
PowerShell 5.0 Output Formatting, Modules, and Customization	A key advantage that PowerShell 5.0 provides is extensibility through modules and snap-ins, allowing cmdlets or other tools to be created and shared by different users. This course covers PowerShell output formatting, snap-ins, and modules.
PowerShell 5.0 Configuration, Advanced Help, and Queries	PowerShell 5.0 has several options for configuration and customization, and its help system is not only expansive, but it's necessary to understand in order to fully leverage PowerShell. This course covers PowerShell configuration and customization, advanced help, queries, and dot sourcing.
PowerShell 5.0 Desired State Configuration (DSC)	PowerShell 5.0 Desired State Configuration (DSC) can be used to significantly improve the way an organization defines, reports on, and manages node configuration states. In this course, you will examine DSC, resources, and pull servers.
Implementing Disk Encryption	Protecting data at rest is more critical than ever. In this course, you will plan, deploy, and manage BitLocker, as you prepare for exam 70-744.
Implementing File Encryption	Protecting data at rest is more critical than ever. In this course, you will explore the considerations for planning, deploying, and managing the Encrypting File System (EFS) as you prepare for exam 70-744.
Managing Server 2016 Malware Solutions	A huge trend in security is the real-time protection from the emergent threats of the 21st century Internet. This course covers malware solutions using Windows Defender and AppLocker. This course will prepare you for exam 70-744.
Securing a Network Infrastructure with Windows Firewalls	In this course, you'll learn how to configure Windows Firewall with Advanced Security, firewall and connection security rules, and the distributed firewall, as you prepare for exam 70-744.
System Center Configuration Manager Introduction and Planning	System Center Configuration Manager is a product in the System Center 2016 suite that is used to manage devices and users on-premise and in the cloud. In this course, you will learn about System Center Configuration Manager.
Planning for Data Protection Manager	Data Protection Manager is a backup and recovery system that will help with your business continuity and disaster recovery strategy. In this course, you will learn what Data Protection Manager is and how it works.
Installing and Monitoring Data Protection Manager	Data Protection Manager is used to restore data to the original source or to an alternate one. In this course, you will learn how to install and monitor Data Protection Manager.
Deploy and Manage Orchestrator	Orchestrator allows you to automate tasks and processes by using Runbook Designer. In this course, you will learn how to deploy and manage Orchestrator.
Deploying Service Manager	Service Manager offers different deployment scenarios. In this course, you will learn the different types of deployments, how to install on a virtual machine, and how to enable reporting.
Service Management Automation and	Service Management Automation (SMA) is an extension in Windows Azure Pack for Windows Server. In this course, you will learn about Service Manager Automation deployment.
Deploy and Install Virtual Machine Manager	Virtual Machine Manager is used to configure and manage datacenters with on-premises, service provider, and Azure cloud. In this course, you will learn how to deploy and install Virtual Machine Manager
Manage Virtual Machine Manager	Virtual Machine Manager can be provisioned using a number of different ways. In this course, you will learn how to manage Virtual Machine Manager by going over the various methods.
Components and Bindings	In Angular, everything is a component and uses bindings for processing the web app. In this course, you'll learn how to use components and bind elements.
Directives	Angular uses a rich set of directives for manipulating DOM elements and templates. In this course, you will learn how to use the Angular built-in directives and, in particular, you will learn about the flow control directives.
Pipes	Most web app development focuses on taking data in and then processing or displaying that data in another format. Angular uses pipes to take in data, transform it, and then output it in the necessary format. In this course, you will learn how to use some common built-in Angular pipes and how to create custom pipes.
Form Management	Collecting data via forms and inputs is typically a major part of web apps. This course will cover how to create forms in Angular using a template-driven approach. In this course, you will also learn about form validation and submission.
Services, Promises, and Route Protection	Web apps are powered by making HTTP requests. In this course, you will learn how to use HTTP requests to communicate with a server from within an Angular app. You will also learn how to protect routes using route guards.
Animation	Angular apps are made richer by using animations. In this course, you will learn the basics of animation and keyframe animations in Angular.
NativeScript	Angular apps need to be able to display and perform well on mobile devices. In this course, you will learn the basics of using NativeScript to make cross-platform Angular apps.
Introduction To UI/UX	User Interface (UI) and User Experience (UX) Design is a constantly evolving, required discipline in all domains of technology. This course covers various modern concepts that can be used when designing apps to enhance a user's experience.
UI/UX for Chatbot and Voice Interface AIs	As chatbots and voice interfaces gain popularity, developers are starting to depend on AI systems to make them even more intelligent. In this course, you will learn how to design a positive user experience when creating an AI.
Wearable Technology and UI/UX	Wearable technology has been gaining a lot of popularity because of its simplicity and utility. In this course, you will learn how UI/UX applies to wearable technology, and how to design Smartwatch apps.
Internet of Things and UI/UX	With better Internet and cloud infrastructure, the world of technology has allowed for the rise of IoT, which now connects millions of devices together through the Internet. In this course, you will learn how to apply UI/UX to IoT devices.
Introduction to Virtual Reality	Virtual reality is a fairly broad set of technologies ultimately designed to trick the senses. In this course, you will learn about the types of VR, the equipment used, and how that relates to the immersiveness of the VR environment.
Manipulating the VR Environment	Virtual reality environments are designed to immerse the user; however, our senses can react negatively if the environment is not handled carefully. In this course, you will learn how to handle and prevent VR sickness and motion issues.

Course	Description
Creating a Virtual Reality App with Unity	Unity provides an IDE for creating virtual reality apps. In this course, you will learn how to set up the environment and view the key scripts and components necessary for building a VR app.
WebSphere Commerce Application Development and Customization	This course introduces the learner to key features of WebSphere Commerce application development and customization. The course also covers WebSphere Commerce Search, including search configuration and customization.
Java EE 7 Front End Web Application Development: Transaction Support	Atomicity, isolation, and flat threading are some of the transaction features that must be incorporated in applications compliant with the Java EE platform. This course covers transaction semantics and models for Java EE applications. It contrasts aprogrammatic and declarative implementation of transaction support and covers using JTA to scope transactions programmatically and implementing a container-managed transaction policy. In this course, you will learn about implementing entity synchronization in transactions, handling exceptions, and using transactions to update and persist data. You'll learn how to implement a versioning policy for entities and how to control optimistic locking in a Java transactional application. The course also provides practice in creating transactional Java EE applications.
Information Security Program Development and Management (Part 1)	In this course, you will explore information security programs that align the organization's assets to information security strategy and business goals. This course will help prepare you for the CISM exam Domain 3.
Information Security Program Development and Management (Part 2)	In this course, you will explore information security programs that align the organization's assets to information security strategy and business goals. This course will also help prepare you for the CISM exam Domain 3.
Information Security Incident Management (Part 2)	In this course, the candidate will learn how to plan, establish and manage the capability to detect, investigate, respond to and recover from information security incidents. This course helps prepare the student for the CISM exam Domain 4.
OWASP A8 and A3: Cross-site Attacks	OWASP Top 10 list items 8 and 3 include cross-site attacks, which are very common exploits in modern web applications.
vSphere 6.5 Installation	VMware vSphere 6.5 ESXi is the hypervisor underlying the vSphere suite. This course covers installation and basic configuration of VMware vSphere 6.5 ESXi and vCenter Server, and the options to connect to them for management purposes.
Configuring MVC Controllers and Actions	In this course, you will learn how to work with MVC controller route data, and how to create and use ASP.NET MVC controller action results, selectors, and filters in Visual Studio 2017.
Working with ASP.NET MVC Models and Unit Testing	In this course, you will learn how to administer basic MVC unit tests, how to add a model to an ASP.NET MVC application, how to implement business logic in a model, and how to validate user input with data annotations in Visual Studio 2017.
ASP.NET MVC Databases and Entity	In this course, you will learn how to create databases and administer access to model classes using Entity Framework.
Working with JSON and XML Data Formats	In this course, you will learn how to retrieve and display raw JSON and XML data in a browser.You will also learn how to develop a web application for multiple browsers and mobile devices in Visual Studio 2017.
Composing the UI Layout of an Application	In this course, you will learn how to use Razor code blocks, HTML helper methods in MVC views, and Page Inspector in Visual Studio 2017.
Introduction to Popular Frameworks	Frameworks define an application's structure by providing guidelines regarding how code should be presented, providing flexibility and scalability. In this course, you will be guided through the various frameworks used with JavaScript.
Introduction to ReactJS and Grunt	Why write code that's already written? Libraries are toolkits used to simplify the development of JavaScript-based applications by offering prewritten JavaScript. In this course, you will learn about popular tools used with JavaScript.
Styling HTML5 and JavaScript	This course provides an in-depth perspective in styling HTML5 and an introduction to JavaScript. It also covers the use of JavaScript and various implementations. This course is part of a series in preparing for the Microsoft 70-480 exam.
Advanced HTML5 and JavaScript	This course dives into HTML5 and demonstrates the functionality of JavaScript, including integrations, validations, and form creation. This course is part of a series in preparing for the Microsoft 70-480 exam.
HTML5 APIs and Local Data Storage	This course will guide you through the various HTML5 APIs, including audio and video, web storage, and offline APIs. This course is part of a series in preparing for the Microsoft 70-480 exam.
More Advanced HTML5 and CSS3	This course demonstrates the process of styling in detail, using more complex methods including the addition of jQuery and CSS3 selectors. This course is part of a series in preparing for the Microsoft 70-480 exam.
Communicating with WebSockets and Utilizing Asynchronous Processing	This course covers WebSocket API and Web Workers. It also provides indepth coverage of Web Worker processes. The course aligns with the Microsoft 70-480 exam.
Advanced Input Validation	This course covers the advanced HTML5 and JavaScript feature that can be used for client side input and form validation. The course aligns with the Microsoft 70-480 exam.
Develop the Project Schedule (PMBOKÂ® Guide Sixth Edition)	This course covers the Estimate Activity Durations and Develop Schedule project schedule management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Control the Project Schedule (PMBOKÂ® Guide Sixth Edition)	This course covers the Control Schedule project schedule management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Creating a Project Budget (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Cost Management, Estimate Costs, and Determine Budget project cost management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Keeping Your Project on Budget (PMBOKÂ® Guide Sixth Edition)	This course covers the Control Costs project schedule management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Project Management Introduction (PMBOKÂ® Sixth Edition)	This course covers key project management concepts and terms, and provides information about the variables that can influence project outcomes. This course will assist learners in preparing for the PMIÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Project Fundamentals (PMBOKÂ® Guide Sixth Edition)	This course covers the project and product life cycles, project phases, and introduces the process groups and knowledge areas in the PMBOKÂ® Guide. This course will assist learners in preparing for the PMIÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
The Process Groups (PMBOKÂ® Guide Sixth Edition)	This course covers the Process Groups and Knowledge Areas in the PMBOKÂ® Guide, along with their key interactions with each other. This course will assist learners in preparing for the PMIÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
PRINCE2Â® Project Management Overview (2017 Update)	This course introduces PRINCE2Â® concepts, principles, themes, processes, and stages, and is one of a series of courses that covers the objectives for the PRINCE2Â® Foundation exam (2017 update).
PRINCE2Â® Project Planning and Risk Management (2017 Update)	This course covers the PRINCE2Â® organization, business case, plans, and risk themes, and is one of a series of courses that cover the objectives for the PRINCE2Â® Foundation exam (2017 update).
PRINCE2Â® Project Quality and Control (2017 Update)	This course covers the quality, change, and progress themes, and is one of a series of courses that covers the objectives for the PRINCE2Â® Foundation exam (2017 update).
PRINCE2Â® Start, Direct, and Initiate Projects (2017 Update)	This course covers the PRINCE2Â® starting up a project, directing a project, and initiating a project processes, and is one of a series of courses that covers the objectives for the PRINCE2Â® Foundation exam (2017 update).
Adobe Captivate 9: Media and Recording	Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to work with recordings and enhance your project with media such as animations, video, and audio.
Adobe Captivate 9: Questions and Pools	Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to insert different question types and use question pools.
Adobe Captivate 9: Publishing and Actions	Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to publish projects as well as work with effects, rollovers, and drag and drop. You'll also learn how to create user interactions.
EBS Snapshots, Monitoring, and Logging	In this course, you'll learn when and how to work with EBS volume snapshots. This course also covers monitoring and logging through CloudWatch.
Identity and Access Management	This course illustrates how to plan and implement IAM user and group accounts, Active Directory integration, and MFA.
Advanced AWS Management	This course covers AWS cost optimization methods, CloudTrail monitoring, app provisioning with Elastic Beanstalk, and OpsWorks and CloudFormation stacks for both Windows and Linux.
AWS Troubleshooting	A good AWS design reduces problems, but problems will occasionally pop up, and having a sense of AWS troubleshooting strategies reduces downtime.
CDN, Route 53	Content delivery networks improve user access to web content. Route 53 is an AWS DNS service. These topics will be discussed in this course.
Amazon ECS and OpsWorks	Amazon Elastic Container Service (ECS) is a container management service that allows you to run applications on a managed cluster. OpsWorks lets you manage applications and servers. In this course, you will learn to use ECS and OpsWorks.
SQL Server Database Security	Candidates should be aware of the various security features availabe to best secure a SQL Server Database. A layered security approach, firewall rules, and role-based security are a few topics covered in this course.
Azure SQL Database Security	This courses outlines how to protect data, control access, and proactively monitor Azure SQL Databases.
Azure High Availability Solutions	This course outlines how Azure is equipped with multiple built-in features that support highly available applications. It will prepare you for the 70-473 exam.
Scaling Cloud Solutions	This course introduces features used to scale and Azure solution. Features include horizontal and vertical scaling, sharding, elastic database pools. It will prepare you for the 70-473 exam.
Managing Azure VMs	There are different methods and tools available when it comes to configuring Azure virtual machines. In this course, you'll explore some of these methods, including using PowerShell, Puppet, and Chef, as you prepare for exam 70-532.
Azure Active Directory and Collaboration	Azure Active Directory is Microsoft's identity and access management cloud solution. This course covers how to manage and optimize Azure Active Directory, as well as Azure Active Directory B2C and B2B.
Azure Functions and API Management	Azure Functions make it easy to run small pieces of code in the cloud. In this course, you'll explore different Azure Functions as well as API Management.
Designing and Implementing Azure Apps	Azure API Management enables APIs to be quickly published to internal and external consumers. This course covers how to create, manage, and secure API, logic, and mobile apps.
Azure Service Fabric Apps	Service Fabric is used to build always-on, scalable, distributed applications in Azure. This course covers the basics of Service Fabric applications, as well as how to monitor, migrate, and scale apps.
Office 365 DNS Records and Rights Management	This course covers how to add and configure required DNS records and enable client connectivity. It is one in a series of courses that perpares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Client Connectivity and Administrator Roles in Office 365	This course covers how to enable client connectivity and manage administrator roles in Office 365. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Managing Identities in Office 365	This course covers the management of Office 365 cloud identities. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Managing Office 365 Identities with PowerShell	This course covers the management of Office 365 cloud identities in Windows PowerShell. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
CompTIA A+ Exam 220-901: BIOS	This course covers the BIOS/UEFI and motherboard form factors. The main component that pulls together all the hardware on your computer or laptop is the motherboard.
CompTIA A+ 220-901: Memory and Storage	This course covers the various memory and storage types you will have to choose from when repairing and building a PC. This is crucial to ensuring you have the proper amount of space and power for the PC to perform optimally.
Networking	This course delves into the key components required to network computers together, which is a major focus of troubleshooting.
Troubleshooting Printers	This course describes the various troubleshooting procedures to work through printing issues. There is a variety of printing devices that you can choose from, and the troubleshooting varies depending on the print device type.
CompTIA A+ Exam 220-902: Non-Windows Operating Systems	In this course, you will learn all about non-Windows operating systems. You will also prepare for exam 220-902.
CompTIA A+ Exam 220-902: Non-desktop Technologies	In this course, you will learn about all of the technologies that are available that don't rely on normal desktop computing. You will also prepare for exam 220-902.
Desktop Security	In this course, you'll be introduced to some basic security concepts, and then you'll learn all about how to secure your desktop computers. You will also prepare for exam 220-902.
CompTIA A+ Exam 220-902:	In this course, you'll learn about troubleshooting tools and strategies that you can use when computer-related issues arise. You will also prepare for exam 220-902.
Operational Procedures	In this course, you will learn how to adhere to safety standards while repairing computer equipment, as you prepare for exam 220-902.
Business and Industry Influences and Risks	In this course you will explore various business and industry influences along with their associated security risks. This course maps to section 1.1 of CASP Module 1: Risk Management
Organizational Security and Privacy Policies	In this course, you will learn to compare various critical security and privacy policies and procedures that represent the organizational requirements. You will also prepare for exam CAS-003.
Risk Mitigation Strategies and Controls	In this course, you will execute risk mitigation strategies and controls in a given scenario. This course maps to objective 1.3 of CASP Module 1: Risk Management.
Risk Metric Scenarios for Enterprise Security	In this course, you will focus on the objectives for 1.4 of Module 1: Risk Management, and you'll analyze different risk metric situations for enterprise security. You will also prepare for exam CAS-003.
Integrating Network and Security Components, Concepts, and Architectures	This course is the first of the content from CASP Module 2: Enterprise Security Architecture. The course covers the integration of network and security components, concepts, and architectures and prepares you for exam CAS-003.
Ports and Protocols and the OSI Model	This course covers the OSI layers, and you will discover where devices, services, and protocols reside. You'll also explore well-known protocols and their associated port numbers.
Routing, Switching, & IP Addressing	Networks are the basic interconnections for all computing devices. Discover fundamental elements in network communication, including routing and switching concepts as well as IP addressing components as you prepare for exam N10-007.

Course	Description
Network Topologies & Technologies	Network architecture is the complete framework of a computer network. Explore architectural concepts, including wired and wireless topologies, network types, technologies facilitating the Internet of Things (IoT), and wireless technologies.
Cloud Concepts, Network Services, & Cabling Solutions	In this course, you'll learn about cloud services, delivery methods, and security considerations, as well as networking services. You'll also explore cabling types, connectors, and standards, as you prepare for exam N10-007.
Network Storage, Virtualization, & WAN Technologies	Explore virtual networking components, network storage types, and connection types. Also, discover wide area network (WAN) concepts, including service types, transmission mediums, service characteristics, and termination.
Kafka Integration with Spark	Apache Kafka can easily integrate with Apache Spark to allow processing of the data entered into Kafka. In this course, you will discover how to integrate Kafka with Spark.
Kafka Integration with Storm	Apache Kafka can easily integrate with Apache Storm to allow processing of the data entered into Kafka. In this course, you will learn how to integrate Kafka with Storm.
Clustering	What makes Apache Kafka so powerful and fault-tolerant is its clustering capabilities. In this course, you will learn how to create and manage clusters in Kafka.
Real-time Applications	A major feature of Apache Kafka is building real-time applications that react to data streams. In this course, you will discover how to create real-time applications in Kafka.
MongoDB: Cloud and Hadoop Deployments	One of MongoDB's best strengths is its ability to scale. In this course, you will learn about cloud deployments using Cloud Manager and how MongoDB can integrate with Hadoop.
MongoDB: Integration with Spark	MongoDB is a powerful NoSQL database that can use Spark to perform real-time analytics on its data. In this course, you will learn how to integrate and use MongoDB and Spark together using Java and Python.
Key Statistical Concepts	Predictive analytics involves a wide range of statistical tools and methods that allow an analyst to build a powerful predictive model. Explore the importance of statistics and probability theory in predictive analytics.
Correlation & Regression	Predictive analytics involves widely accepted tools and techniques that enable organizations to make informed decisions regarding potential future events. Explore how correlation and regression are employed in predictive analytics.
Data Collection & Exploration	Most data that organizations collect doesn't offer much value. However, by applying the right techniques, you can extract powerful insights from the stockpile of data. Use data collection and exploration for the best possible prediction.
Data Mining, Data Distributions, & Hypothesis Testing	Purposeful information can be extracted from large data sets to determine what has, could, or should happen. Explore descriptive, predictive, and prescriptive analytics, including data mining, distribution models, and hypothesis testing.
Data Preprocessing	Predictive analytics delivers the greatest value when the data being modeled is relevant to the business goals. Explore the preprocessing phase of data collection to provide the best predictive model.
Data Reduction & Exploratory Data Analysis (EDA)	With predictive analytics, relevant data should be stored for easy retrieval, kept up-to-date, and attributes must be selected contingent on their predictive potential. Explore data reduction and graphic tools for exploratory data analysis.
K-Nearest Neighbor (k-NN) & Artificial Neural Networks	Choosing the appropriate technique to deliver confident predictions can be challenging for analysts. Explore algorithms used for predictive analytics, including the K-Nearest Neighbor (k-NN) algorithm and artificial neural network modeling.
A/B Testing, Bayesian Networks, and Support Vector Machine	At the core of predictive analytics lie the models used to make predictions after the data has been collected and preprocessed. Explore predictive techniques, including A/B testing, Bayesian Networks, and the support vector machine (SVM).
Clustering Techniques	The key to meaningful analysis is the ability to choose the right methods that provide the greatest predictive power. Explore how data clustering, such as K-Means, hierarchical, and DBSCAN, is used to combine similar subsets of data.
Linear and Logical Regression	Regression modeling investigates relationships between dependent and independent variables and is heavily relied upon for predictive analytics and data mining applications. Explore both the linear and logistic regression models.
Time Series Modeling	Time series modeling is a common forecasting method, such as making stock market predictions. It has made its way into many varied applications, including inventory management and healthcare. Explore the features of time series modeling.
Transactions and Isolation Levels	SQL Server transactions allow you to group together a number of statements to form a single logical unit of work. This course covers the various types of transactions, and explains how to implement them in SQL Server 2016. This course also covers isolation levels, a SQL Server 2016 feature that helps control the way locking works between transactions. This course is one of a series of courses that cover the objectives for 70-762: Developing SQL Databases exam.
Getting Started with the Software and Integrating Data	Talend provides an easy way to get integration projects done quickly and with less overhead. Explore Talend, from installation and general use to data conversion techniques and working with databases.
Working with Data Mapping, Jobs, and Automation	Talend has several tools that make it a powerful, cost-effective suite. Explore data operations, such as data mapping, processing, automation, and job scheduling to simplify data integrations and extract, transform, load (ETL) functions.
Spotfire Visualizations and Relationships	Visualizations enhance data analysis efficiency in Spotfire. This course will demonstrate basic visualizations and provide a thorough understanding of each. In addition, the various relationships used in Spotfire will be explained.
Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers the latest editions of SharePoint 2013, and the new features and architecture changes found in each edition. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design	When rolling out SharePoint 2013, logical and physical design aspects must be carefully planned and documented. This course is intended to guide you through the process of planning the logical and physical design of a SharePoint Server 2013 implementation. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint track.
Microsoft SharePoint Server 2013 - Core Solutions: Installation	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers the installation options available in SharePoint 2013, as well as farm configurations, and e-mail and mobile device services. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications	SharePoint Server 2013 builds upon previous releases to provide new ways of sharing information, organizing projects, and discovering people and information. This course covers creating and configuring web applications and service applications in SharePoint 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint track.
Microsoft SharePoint Server 2013 - Core Solutions: Authentication	SharePoint Server 2013 includes a variety of built-in security features to help secure sensitive and confidential information. This course covers the various authorization and security features found in SharePoint 2013, as well as user and content management. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy	SharePoint Server 2013 includes a variety of built-in security features to help secure sensitive and confidential information. This course covers the various security feature used to hardened web sites and farm configurations, as well as metadata and taxonomy features used to categorize and classify information. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search	SharePoint Server 2013 social features enable organizations to quickly gain information on projects, team processes, and development schedules. This course covers user profiles, and My Site features that allow each user in an organization to have a personal site. This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring	SharePoint Server 2013 includes a variety features used to help monitor and optimize a SharePoint Server 2013 environment. This course covers how to properly create a maintenance plan, diagnostic and logging tools, and troubleshooting and tracing solutions This course is one of a series in the SkillSoft learning path that covers the objectives for the SharePoint 2013 exam 70-331. This exam is one of the requirements for the MCSE: SharePoint path.
Microsoft Exchange Server 2013 - Core Solutions: Deployment	Exchange Server 2013 is Microsoft's latest release of their popular messaging and communications server. A variety of features have been added or expanded upon with this release, most notably the consolidation of server roles. This courses discusses the Exchange prerequisites and network requirements for installing Exchange Server in your organization. Also, demonstrated is the installation of Exchange Server 2013 and the new Exchange Administration Center (EAC). This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management	Microsoft Exchange Server 2013 Mailbox servers are used to host mailbox databases and address books, as well as provide unified messaging services, and message transport and routing. This course covers how the Mailbox server role integrates directly with Active Directory, and how the Client Access server sends requests from clients to the Mailbox server. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers	Microsoft Exchange Server 2013 consists of two server roles: the Client Access server and the Mailbox server. This course covers the architectural changes that are new in Exchange Server 2013, and focuses on the Client Access server role, and the variety of services it provides.This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity	Exchange Server 2013 supports a number of different methods that a user can implement to connect to their mailbox. Whether they are on their computer or using a mobile device there will be a supported way to access email. This course covers options such as Microsoft Outlook Web App, Outlook Anywhere and Exchange ActiveSync and discusses how to implement them in your environment.
Microsoft Exchange Server 2013 - Core Solutions: Message Transport	Microsoft Exchange Server 2013 relies on a variety of components and services to ensure reliable message transport. This course covers how message flow and message routing works, and discusses the role of the transport pipeline in Exchange Server 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Access Control	Microsoft Exchange Server 2013 provides a variety of methods for administering Active Directory and Exchange Server in the same environment. By default the shared permissions model is used, but options are available that separate administration of Exchange and Active Directory. Exchange Server also includes many features that help prevent unwanted or spam email from reaching it recipients and these solutions are discussed throughout.
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR	Microsoft Exchange Server 2013 offers a variety of features to help ensure systems can survive failure and prevent data loss. This course covers the built-in high-availability features, as well as the disaster recovery, backup, and restore options in Exchange Server 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting	Microsoft Exchange Server 2013 offers a variety of features to help monitor and troubleshoot messaging systems. This course covers how to configure and manage Exchange workload, as well as the various options to monitor and troubleshoot Exchange related issues. This course is one of a series in the SkillSoft learning path that covers the objectives for the Microsoft Exchange Server 2013 exam 70-341 Core Solutions of Microsoft Exchange Server 2013. This exam is one of the requirements for the MCSE: Messaging certification path.
EU General Data Protection Regulation	In today's data-driven society, corporate and non-profit organizations alike rely on the collection and processing of user data in ever-evolving ways. Employees working in these organizations share a duty to protect the rights of individuals' personal data, which includes complying with the EU General Data Protection Regulation (GDPR). This course outlines the purpose and principles of this regulation. It explains obligations of controllers and processors under the GDPR, and discusses the rights of data subjects. The course also covers measures employees can take to support their organizations' compliance with the GDPR.
Connection Managers and Data Sources	Connection managers in a data warehouse are used to define the data source connections. This course covers how to use connection managers to specify source and destinations, as well as how to create custom data sources.
Data Flow Implementation	ETL, extract, transform, and load, is the main process in data warehousing solutions. It facilitates the transfer of the data from a source to a destination. This course discusses the ETL process and how it can be implemented.
SSIS Packages	SSIS in SQL Server 2014 allows for dynamic packages and to enable values within the package to be manually set, depending on your requirements at execution time. In this course, you will learn about designing SSIS packages.
Script Components	SSIS provides the ability to create custom components if the integrated components do not suit their needs. In this course, you'll learn how to develop and install custom components and implement script tasks.
Creating and Customizing Visual Elements in Excel 2013	Excel has more than just charts to offer in the way of visual presentation. Graphic tools such as pictures, shapes, SmartArt, WordArt, and screenshots are all ways to enhance the visual impact of documents that tend to be dominated by numbers and text. The course shows how to insert and edit shapes, text boxes, and pictures. We'll see how to add a SmartArt graphic and we'll demonstrate how to add watermarks to your spreadsheets. We'll also look at how you can use workbook themes to enhance the presentation of your data.
Customizing Options and Views in Excel 2013	Excel 2013 allows you to customize options and views to create a personalized environment. You can change how data displays by hiding and unhiding rows and columns; enable Show options; and also change the zoom level. You can switch workbook views from Normal to Page Layout, to Page Break Preview, or create custom views. This course will also cover the ways to arrange windows including Arrange All, Freeze Panes, Split, and View Side by Side. It will also show you how to change the defaults for creating new workbooks and personalize the Ribbon and Quick Access Toolbar.
Manipulating Data in Excel 2013	Excel 2013 provides multiple features for organizing and managing data, including sorting and filtering tools that are essential to data analysis. Using data organization features, you can sort, filter, and group and outline data so that you can focus on its key parts. Properly arranged data using the commands in the Data tab allows you to present your data in a logical and easy to understand manner. This course explores organizing data in Excel 2013 using the built-in features. It also covers converting text to columns for easy of splitting text.

Course	Description
Data Search, Data Validation, and Macros in Excel 2013	Excel 2013 provides time-saving tools to manage data, validate data, and automate repetitive tasks. You can import files, and add and adjust columns and rows, as well as edit workbook properties. Find and replace allows users to find and replace data, in a specific format, or within the worksheet or workbook. It also allows you to use wildcard characters to customize the search. Data validation can be applied to a cell or range to restrict the data being entered. You can put upper and lower limits, restrict the number of characters, put items in a list, or validate against other cells. You can also add error alerts and identify invalid data. This course will also introduce you to macros in Excel and show you how to automate repetitive tasks to make working in Excel easier.
Advanced Slide Shows Tools in PowerPoint 2013	PowerPoint 2013 provides you with all the tools necessary to create and present engaging and effective presentations. As an advanced user, you can take advantage of features that allow you to customize your animations to create just the right effect. PowerPoint has tools for getting your animations to move at the right speed and in the right order using custom animation effects and motion paths. You'll learn how to merge shapes, add shape effects and how to use pictures and shapes as links to other pages in the presentation, or to pages on the Internet. This course also explores various ways of incorporating and modifying charts to create professional and effective presentations. Lastly, you'll learn how to create consistent looking presentations using tools like Smart Guides and Master Level Guides to align objects across all slides.
Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013	Today people can share and send the development of PowerPoint presentations in new and exciting ways. With the proper technological infrastructure in place, Microsoft PowerPoint Web App extends your Microsoft PowerPoint experience of the Web, where you can work with presentations directly on the web site where the presentation is stored. An alternative to sharing a presentation with other team members is to share or send the presentation as an e-mail attachment, send it by instant message, or save it to your SkyDrive Account or to Office 365 SharePoint . You can also export your presentation by creating a video, creating handouts, or packaging the presentation on a CD. This course explores the different methods of printing, protecting, and delivering presentations including how to use PowerPoint 2013 Presenter View, which includes tools such as highlighters and laser pointers, and how to present online using Microsoft Lync and Office Presentation Service.
Advanced Formatting in Word 2013	Word 2013 offers features that make it easier to format your documents to give them a professional, stylized appearance. The Design tab offers features that alter the appearance of your entire document. You can quickly apply a theme to give the document visual continuity. You can also easily create and customize a page background. This course covers these features and also includes tips on adjusting paragraph tab settings, using Paste Special to maintain greater control over how text and its formatting are pasted into a document, adjusting line spacing within a paragraph, and changing AutoFormat settings to automatically change the appearance of text as it's typed.
Customizing Document Layout in Word 2013	You can use the many layout options in Word 2013 to create flowing, easy-to-read documents with a balanced visual appearance. Word lets you break your document into multiple sections so you can alter aspects of the page formatting - such as page orientation, numbering, or headings - from one section to the next. Word 2013 also enables you to organize text into newspaper-style columns or even tables. This course introduces all of these concepts and teaches you to align page elements, create and work with reusable pieces of content known as Quick Parts, and create reusable actions known as macros.
Advanced Table Customization in Word 2013	Word 2013 offers a number of in-depth ways to edit and work with tables. This course demonstrates how to resize and move parts of a table, convert tables to text, sort the data within a table, and use formulas to calculate numerical data. It also covers methods for integrating tables into the rest of the content on a page to create a professional look to your document.
Inserting and Formatting Graphics in Word 2013	To add to a Word 2013 document's visual appeal, you can choose from a number of types of images and explanatory graphical lists. You can make eye-catching changes by simply adding your own pictures or choose clip art from Office.com. This course explains how to add pictures, shapes, WordArt, SmartArt, screenshots, text boxes, and even online video to documents. It also covers how to stylize and caption any of these graphical objects.
Navigating and Reviewing Documents in Word 2013	Word 2013 offers a number of features that make it easier to navigate, search, and review your documents. Using the Navigation pane and the Find and Replace feature, you can quickly locate a specific term within a document, replace any or all instances of terms, or move to a specific heading, section, page, graphic, and more. To help you create professional documents, free of spelling and grammatical errors, you can make use of the AutoCorrect options, and customize spelling and grammar options to suit your needs. When collaborating on documents, you can use the numerous reviewing features to easily track changes and manage comments. This course explores how to search and navigate within a document, reorganize document headings, configure AutoCorrect settings, and customize grammar and spelling options. Working with comments, tracking changes, and reviewing markup are also covered.
Reference Tools and Mail Merge in Word 2013	Word 2013 offers a variety of features that let you quickly add reference document elements often found in formal, published papers. This course explores endnotes, footnotes, how to build and update a table of contents, and citations, cross-references, and bibliographies. The course also delves into how to perform a mail merge manually or by following along with a step-by-step wizard.
Adjusting Document Views and Customizing the Appearance of Word 2013	When working with documents in Word 2013, you can easily zoom in on your text and change views to get a better view of what you're working on. This course demos zooming, and also splitting and arranging multiple documents within the same work area. It also shows you how to switch document views, reorganize a document outline, and use master documents and subdocuments to facilitate working with large or unwieldy documents. It also explores how to customize the Ribbon and the Quick Access Toolbar so you have the commands you need within a single click of your mouse.
Sharing and Collaboration in Word 2013	Word 2013 enables you to share and collaborate on documents in a variety of ways. To protect a document you can mark it as final, making it read only, you can add a password to the document, and you can edit who changes the document, and what changes they can make. This course explores these concepts along with restoring draft versions of documents and sharing documents via e-mail or SkyDrive. It also examines working with PDF documents in Word and working with blogs.
Creating and Populating a Database in Access 2013	Access 2013 is the newest version of Microsoft's dynamic database management system and it offers features that allow you to create and modify a variety of database types through a convenient graphic user interface. Access, as a desktop application, helps you store and manage related information in one place. It helps prevent errors, inconsistencies, and duplicate information.
Modifying Tables in Access 2013	Microsoft Office Access 2013 makes it easy for you to modify database tables. It allows you to customize the table fields, and control and restrict data entry. You can modify the records and sort and filter them. And, you can also customize the visual appeal by formatting the table.
Creating and Modifying Queries in Access 2013	Microsoft Access 2013 includes a collection of query options to help make creating and modifying queries, easy. Access provides a number of query types with the ability to review data before running the queries. You can update or delete data that meets a certain criteria, request user input, and add calculated fields to queries. You can also group and summarize your data in queries.
Creating and Modifying Forms in Access 2013	Microsoft Office Access 2013 offers several options for creating and managing forms. You can link the forms to tables and queries by adding bound controls. You can also make a variety of changes to the look and feel of a form. This course describes how to create forms in Access 2013. It covers creating basic forms from scratch, from an existing table, or using the Form Wizard. It includes adding and setting form controls, as well as creating forms from application parts. Finally, this course will demonstrate ways to format a form.
Creating and Modifying Reports in Access 2013	Microsoft Access 2013 reports are used to convert data into useful information and are an essential part of any database application. It provides various methods of creating reports to present summarized information easily and effectively.
Creating Workbooks, Worksheets, and Data in Excel 2013	Excel 2013 allows you to create worksheets and workbooks to manage and manipulate data easily. You can cut, copy, and paste data. You can also navigate within data cells, and worksheets. Not only can you manage the data at this level, you can group, color-code, and organize the worksheets within the workbook. This course will cover creating and opening workbooks, moving around in Excel 2013, moving data, and organizing worksheets.
Saving and Printing Data in Excel 2013	Excel 2013 makes it easy to save and print workbooks and worksheets. When you create an Excel workbook, you will most likely want to save it, and in many instances, print it as a hard copy or share with someone else. You can save in various formats since Excel 2013 supports many file types. This course covers saving data, and preparing for printing including setting print options, page setup, print titles, headers and footers, and row and column headings.
Formatting Cells and Worksheets in Excel 2013	Excel 2013 provides a number of tools and features that allow you to visually enhance the appearance of worksheets and workbooks. Data and cells can be manipulated and customized using various positioning and formatting features. This course explores formatting cells and text, using tools such as the Format Painter. It shows how to change the way text is presented to make it more visually appealing, including formatting fonts, and applying borders and fills. This course also covers aligning and orienting data, and merging and splitting cells.
Formatting Data in Excel 2013	Excel 2013 provides a number of tools and features that allow you to visually enhance the appearance of data, automatically fill data, and create hyperlinks to various places. This course covers formatting numbers in currency, date, and percentage formats. It also covers ways of automatically filling data through Auto Fill and Flash Fill. Finally, this course covers creating hyperlinks to a web site, another place in the workbook, a new document, and e-mail.
Presenting Data using Conditional Formatting and Sparklines in Excel 2013	Excel 2013 provides tools that enable you to efficiently present your data and that can also make your data easier to understand. Conditional formatting allows you to highlight trends and exceptions in cells or ranges of cells by presenting the identified data in a number of unique ways to make it stand out. Sparklines are small charts within a cell that provide a visual representation of data and can be used to show trends in an appealing manner. This course covers applying conditional formatting, creating custom rules, and creating basic and advanced sparklines.
Performing Calculations Using Functions in Excel 2013	Excel 2013 provides you with the tools that allow you to perform calculations on your workbook data. Being able to use formulas to do complicated calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. This course introduces the basic concepts and terminology associated with formulas and functions. It also covers various ways of referring to cells and cell ranges and demonstrates how to use basic functions including logical and IF-type functions.
Presenting Data in Tables and Charts in Excel 2013	Using the tables and charts features in Excel 2013, you can create attractive and well-organized representations of worksheet and workbook data. Both tables and charts can be easily inserted and customized. This course demonstrates how to effectively use and customize tables and charts in Excel 2013; it explores available table styles and chart types and the best use of each type. And the course shows how to change the different elements of a table or chart to provide an effective visualization of your data.
Working with E-mail in Outlook 2013	Outlook 2013 is the latest release of Microsoft's primary messaging client. Outlook provides all of the tools necessary for managing e-mail, scheduling tasks, and communication. This course addresses the basic features and functionality of Outlook 2013 - how to navigate Outlook 2013, view and reply to incoming e-mails, and create new mail messages.
Managing E-mail in Outlook 2013	This course discusses working with attachments and adding signatures to your messages in Outlook 2013. Managing your e-mail by sorting, filter, printing and deleting messages is also covered. This course also covers ways to personalize your inbox in Outlook 2013, such as changing message preview settings, and adjusting the reading pane and people pane.
Working with Contacts in Outlook 2013	By taking the time to create contacts in Outlook 2013, you can save yourself from having to type out full e-mail addresses every time you send a message. You can further arrange contacts by creating contact groups that allow you to e-mail multiple contacts at once by only typing the group name. This course covers the multiple ways that contacts and contact groups can be created, and covers how to manage contact information within the People folder in Outlook 2013. It also covers how to integrate contact information from a social network with Outlook 2013.
Scheduling with Appointments, Events, and Tasks in Outlook 2013	The Outlook 2013 Calendar allows you to create appointments and events, as well as schedule meetings. The Calendar is fully integrated with the other components of Microsoft Outlook 2013 allowing you to easily incorporate your contacts and e-mail functionality with the Calendar. This course introduces the major components of the Calendar and discusses how to create appointments and events. Microsoft Outlook 2013 also provides the Tasks feature to help keep you organized and to assist you with the various tasks that you need to process on a daily basis. This course demonstrates how to create tasks in Outlook 2013 to help you to manage your time and stay organized.
Working with Meetings in Outlook 2013	The Outlook 2013 Calendar allows you to schedule meetings in addition to creating appointments and events. This course shows how to schedule meetings with other Outlook users. It also demonstrates the available options when replying to meeting requests and managing meeting requests in Outlook 2013.
Setting up a Project in Project 2013	Microsoft Project 2013 provides you with a comprehensive set of tools to organize and manage your project from the first through to the last phase. Being able to use Project not only simplifies your work but can also help to reduce errors that might occur when trying to manage so many tasks and deliverables at once. This course introduces the various ways of setting up a project plan using existing templates, previous project plans, or starting from scratch. It also covers how to create the project calendar and customize settings that are required for your project such as setting working and non-working hours and days, creating custom fields to record project-specific information, and changing general options such as date and currency formats.
Task-based Scheduling in Project 2013	Microsoft Project 2013 allows you to create your project schedule on your terms, based on the needs of your project and preferences. This course introduces the various ways of setting up project schedule information, such as defining the project start date, entering project properties, and displaying the project summary task. It also covers creating your project task structure, including adding, modifying, and deleting tasks. This course also demonstrates how to change your task mode and create milestones. Finally, this course covers how to add task constraints, dependencies and deadlines, and how to enter duration details and display warnings and suggestions about your schedule.
Resource Management in Project 2013	One of the most important aspects to a successful project is assigning the right resources to the right tasks at the right time. Microsoft Project 2013 makes it simple and easy to manage your project resources. This course covers how to enter resource information for your project, including human resources, equipment, and materials needed to complete the work. You will also learn how to add cost information for your tasks and how to assign resources to tasks. Finally, this course provides strategies for identifying and resolving common project resource issues using Project 2013.
Tools for Tracking Project Performance in Project 2013	An essential part of managing a project is keeping project work on track and aligned with budget, resource, and time allocations. Microsoft Project provides tools for tracking project progress, identifying any potential issues, and making adjustments as necessary. This course covers tools that allow you to easily set baselines and update project progress with percent complete and actual work complete information. This course also includes information on how to reschedule incomplete project work in Project 2013. Finally, it covers analysis tools that allow you to compare planned versus actual project progress, view critical path information, and automatically inspect all tasks to identify potential schedule conflicts.
Communicate and Finalize Project Information Using Project 2013	Communicating project information effectively and in the best format for your audience are key success factors in managing a project. This course covers reporting tools available in Microsoft Project 2013, including filters, custom views, and Save as features that allow you to share project files in multiple formats, such as Microsoft Excel, and to multiple locations, such as SharePoint. As well as reporting tools, this course explains how to finalize and archive your project file once the project is complete.
Creating Presentations in PowerPoint 2013	Microsoft PowerPoint 2013 allows you to create professional-looking slide-show presentations on PCs, tablets, and phones. This course provides an introduction to the main components of the PowerPoint 2013 interface, covering opening and saving a presentation, working with slides, formatting text and text boxes, and using templates and themes variations to create professional looking presentations. You will also learn how to insert images, clip art, and shapes, as well as how to format your images so that they provide the maximum impact for your presentation.
Enhancing PowerPoint 2013 Presentations	PowerPoint 2013 enables you to create visually appealing presentations. Adding simple enhancements through the use of, tables, WordArt, and SmartArt allows you to make your presentations more engaging and interesting. This course introduces the SmartArt and WordArt features that allow you to add flair to your presentations by using colors and shapes to emphasize text and data. Also covered are the ways of incorporating and formatting tabular data to create a professional and effective presentation. You will also learn how to create a photo album to display your personal or business photographs.
Animations and Media in PowerPoint 2013	PowerPoint 2013 can help you make presentations more dynamic by adding audio and video clips to any slide. You can directly insert, edit, and play video in your presentation, as well as add audio clips to create attention-grabbing sound effects. PowerPoint 2013 also has new animation tools which make slide shows more fluid and interesting. All of these features are discussed in this course.

Course	Description
Finalizing a PowerPoint 2013 Presentation	PowerPoint 2013's collaborative tools allow multiple people to work on the single presentation at the same time. To simplify the process of reviewing changes, you can now merge the reviewed version with your original version into one presentation. This course explores these topics and other collaboration features available in PowerPoint 2013 such as navigating through comments that were added to slides and accepting and rejecting changes. Also covered are slide transitions, proofing, language, and research tools, along with setting up and starting slide show presentations.
Performing Basic Tasks in Word 2013	Microsoft Word 2013, the latest offering of Microsoft's popular word-processing software, offers a variety of features that enable you to create well organized, visually appealing, and professional documents. This course introduces and demonstrates commonly used Word tasks, such as creating documents, entering and editing text, cutting, copying, and pasting, and saving and printing documents.
Editing and Formatting in Word 2013	A wide variety of tools and features are available in Word 2013 to help you format the overall appearance of your document. Word also provides a number of tools that make it easier to edit your document, including spelling and grammar checking features. This course covers checking the spelling and grammar in a document using the associated panes, finding and replacing terms, formatting fonts using the ribbon and the Mini toolbar, using styles, and copying formatting with the Format Painter.
Structuring a Document in Word 2013	Within Word 2013, there are numerous options that allow you to customize how the contents of your documents appear. Items like page margins, paper sizes, and spacing are fully customizable. You can also add headers and footers to easily include important information on some or all of the pages in your document and add page numbers to make it easier to navigate longer documents This course demonstrates how to adjust page margins and paper size, as well as how to add, edit, and remove headers and footers. Adding page numbers, configuring indentation, and adjusting paragraph spacing are also covered.
Adding Lists and Objects in Word 2013	You can add a number of different objects to your Word 2013 documents to help increase readability and functionality, and also improve their appearance. Several available types of lists, such as bulleted and numbered lists, allow you to format and organize information. Signature lines offer added data security and allow you to easily specify that a signature is required on a document. You can include dates and times to mark when a document was created, when something is due, or for tracking purposes. Hyperlinks allow you to link to other sections of a document, to other documents, to web sites, and to e-mail addresses. This course demonstrates how to create and format various types of lists, and to work with hyperlinks in your document. It demonstrates how to insert the date and time in a document and how to add digital signatures.
Using Tables in Word 2013	Tables are a great way of sorting and organizing data to make it easier to read and analyze. In Word 2013, you can create tables in a variety of ways, either using the ribbon to specify the number of columns and rows required, drawing a table and customizing it as needed, or converting existing text to a table. Once you've created a table, there are many options available to customize its overall appearance. You can add and remove cells, columns, and rows as needed, as well as merge cells, split them apart, or even split a table into more than one table. You can use row and column design options, predefined styles, and border settings to further customize a table's appearance. This course demonstrates how to create tables and add and remove cells, columns, and rows. It shows how to split or merge cells and split tables, adjust table style options, and customize table borders.
Sharing and Linking Data, and Adding Office Apps to Excel 2013	Excel 2013 provides tools to allow you to share workbooks, connect to external data, and add Office Apps. You can log into Office using an Office 365 Organizational ID or Microsoft account, allowing you to carry your personalized Office settings with you. You can add online services including SkyDrive and SharePoint storage, as well as Microsoft accounts to access and share your images and videos with social media sites. This course will show you how to link to external data including Access databases and other Excel workbooks. Finally, it will show you how to add Office Apps from the Office Store to extend the functionality of Excel, on demand.
Reviewing and Protecting Content in Excel 2013	Excel 2013 provides tools that allow you to manage multiple workbooks as well review and protect them while creating and sharing content. You can consolidate data, control recalculation, merge and manage versions of a workbook. Excel also provides the track changes feature allowing you to track, accept, or reject changes. When reviewing comments, you can edit, add, or delete comments. In addition, the spell checker reviews the spelling and allows you to change, ignore, or add to the dictionary. Finally, Excel allows you to protect a range, worksheet, or workbook with a password.
Advanced Formats and Layouts in Excel 2013	Excel 2013 provides many advanced features to customize formats and layouts. Data can be customized to any format and adding a customized fill series can not only save you time, but help ensure consistency and accuracy in your work. Customizing cells, adding forms, and creating templates all help tailor your workbooks to your individual needs. Conditional formatting can also format ranges according to specific criteria. Finally, Excel provides tools to help create workbooks that are accessible and consider international audiences.
Advanced Formulas and Functions in Excel 2013	The Excel 2013 function library includes a number of functions in the Date and time, Logical, and Lookup and reference categories that enables you to quickly complete tasks and analyze data. Date and time functions allow you to capture dates and times properly. This course covers date and time functions such as NOW, TODAY, DATE, and NETWORKDAYS. Logical and IF-type functions help you make decisions. This course covers IF, AND, OR, AVERAGEIFS, COUNTIFS, and SUMIFS. Lookup and reference functions allow you to perform table lookups to return required information about specific worksheet cells. This course covers lookup and reference functions such as LOOKUP, VLOOKUP, and HLOOKUP. Excel 2013 also provides tools to identify, trace, and troubleshoot errors.
Using Financial Functions and What-If Analysis in Excel 2013	Excel 2013 provides powerful financial functions and data-analysis tools that enable you to explore data and to make educated business decisions based on that data. Using financial functions, iterative calculations, and the Watch Window can help you make the make better financial decisions and ensure the calculations are accurate. This course will cover What-if Analysis which enables you to retrieve required results from formulas by determining the data the formula requires, forecast worksheet outcome models, and to see how changing values in formulas affect the formula results. These tools include Goal Seek, Scenario Manager, and Data Tables.
Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013	One of the most powerful tools that Excel 2013 provides is the collection of PivotTables, PivotCharts, and PowerPivot. These tools allow you to dynamically reorganize and display your data. They can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. You can choose and change what you want to summarize. In addition to these benefits, PowerPivot has the ability to handle huge amounts of data, quickly and easily. The course also shows how to create advanced chart elements, such as trend lines and dual axis.
Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013	SharePoint 2013, the new release of Microsoft's popular file storage and collaboration platform, offers a number of new and enhanced features to increase efficiency and organization across users and locations. SharePoint lists allow you to keep track of important workplace elements, such as tasks and contacts, and are fully customizable to suit the needs of your organization. Organize, track, and share files across users and locations by storing them in document libraries, or organize related files further into document sets. Stay in tune with the pulse of your organization by creating alerts on SharePoint items and getting e-mail or text alerts when they change. This course covers how to navigate within the SharePoint 2013 interface using the Quick Launch and top link bar, as well as the Settings menu and the Newsfeed, SkyDrive, and Sites tabs. It also explores list and library management, including adding new items, adjusting item properties, and removing items. It demonstrates how to set alerts on list and libraries, as well as how to set an alert on search query results. Creating and adding files to document sets is also covered.
My Site and Social Features in SharePoint 2013	In SharePoint 2013 social networking and collaboration have become even more of a focus. With the changes to My Site - now consisting of the NewsFeed, SkyDrive, and Sites pages - you have a number of social networking features and organizational efficiencies at your fingertips. This course explores how to configure My Site, including how to access your About Me page and edit your profile to include additional information. It also covers the use of the SkyDrive and Sites pages for managing files and collaboration. In addition, the course demonstrates how to create and manage blog posts, enabling efficient sharing of information with colleagues. Using tags and notes to classify and organize content and using the Newsfeed to keep track of activity on sites, people, tags, and documents you follow are also covered. This course will help prepare learners for the Microsoft Certification Exam 77-419: SharePoint 2013 which certifies individuals as Microsoft Office Specialist (MOS): SharePoint 2013.
Community Sites, Search, and Office Integration in SharePoint 2013	As a move towards an even more collaborative working environment, SharePoint 2013 now includes community sites. These allow users to have discussions, store contents, and interact with others in a manner that would be familiar to anyone already using various forms of social media. SharePoint 2013 also provides powerful search capabilities that you can make use of to easily locate any items across a SharePoint site. This version of SharePoint also continues to offer integration with the Microsoft Office suite of products, allowing you to create new Office documents from within SharePoint, or to launch either the full version or Web App version of a product as needed. This course covers participating in a community site, including joining the site, viewing categories and membership, discussions, and leaving the site.
Configuring Pages, Sites, and Content in SharePoint 2013	This course explores SharePoint tasks such as creating sites using templates, and creating, editing and deleting pages. It also walks through processes such as using the Content Organizer to create rules to organize site content in SharePoint 2013. Other configuration topics include activating Document Sets, and customizing the Quick Launch.
Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013	You can use SharePoint 2013 to manage a variety of environments including those that house item lists and libraries. This course explores adding and configuring lists and document libraries - two of the most common apps that SharePoint 2013 users work with on a daily basis. It also delves into the communication side of SharePoint 2013 and walks you through configuring e-mail options so document libraries can receive items added through incoming e-mails messages, and teaches you how to work with the announcements app.
Managing Templates, Views, and Versioning in SharePoint 2013	SharePoint 2013 is highly configurable and you can tweak your settings to manage even the way in which the information is presented. This course demonstrates how to manage list views so you can view more types of metadata about a particular item, the creator or the last modified date, for example. The course also shows you how to manage your document templates so that a document library's users can create Excel files by default, for example. In addition, it walks through enabling versioning and teaches you how to enable ratings and content validation, and how to publish assets in SharePoint 2013. It also instructs you on working with content types and column properties so libraries can support more types of files and SharePoint stores more metadata associated with the file types supported.
Managing Web Parts, Users, and Groups in SharePoint 2013	You can use the features of SharePoint 2013 to manage a page's Web Parts and a site's apps so the end result is a highly configurable collection of sites. This course explores adding and configuring Web Parts on personal My Site pages, and how to hide, remove, and export those Web Parts. It also delves into the process of downloading an app from the SharePoint Store. Another essential component of SharePoint 2013 is its array of user and group configuration tools. The course walks you through creating a group, adding users to a group, changing group permissions, and viewing a list of user alerts.
Using and Configuring Search in SharePoint 2013	Having the ability to execute an effective online search has become an essential professional skill. SharePoint 2013 offers search capabilities that let you refine a search, use operators in your search to pinpoint exactly what you're looking for, and configure search settings. This course explores the search tools available in SharePoint 2013, including configuring search options, creating query rules and using promoted results, using the Refinement panel, running property and phonetic searches, and using wildcards and operators in search phrases.
Workflows, Collaboration, and Analysis in SharePoint 2013	SharePoint makes it easy for end users to work with the file types they're familiar with by offering easy integration with other Office products. This course demonstrates how to use connect and synchronize SharePoint data with Office data and how to use Office web apps. It also shows you how to create and manage workflows, and view most popular items and a usage report.
Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications	Windows 8.1 includes a number of new technologies relating to deployment including Windows To Go and the ability to natively boot from a virtual hard disk file. Windows 8.1 also includes new technologies for managing applications, such as Client Hyper-V, and a plethora of new group policy settings for IE 11. This course covers installation and migration strategies for Windows 8.1, and also covers application installation, management, and compatibility management for Windows 8.1 systems. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings	Windows 8.1 provides a number of solutions to integrate with cloud services such as Office 365. In this course, we will look at the considerations for deploying cloud services, as well as how to manage store based and custom apps. The course also covers considerations for the management of user profiles and their content. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access	A primary Windows 8.1 administration task is managing network connectivity and networked machines when on and off network. In this course we'll cover IP addressing and network connectivity, including wireless networking, remote access, VPNs and DirectAccess, and the processes and procedures of Windows 8.1 authentication and authorization. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security	Storage management has been completely overhauled in Windows 8.1, particularly with the addition of storage spaces, which you can use to simply create fault tolerant arrays which can be dynamically expanded and thinly provisioned. Data security options in Windows 8.1 include EFS for encrypting single files and folders and BitLocker full drive encryption. This course covers data storage and security management in Windows 8.1. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices	Windows 8.1 has wider support for mobile devices than ever. This course covers the range of Windows 8.1 mobility, how to monitor and troubleshoot mobile issues, and also network printing. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security	Windows 8.1 includes new technologies to protect end systems. It also includes tighter integration with cloud services for secure, off-site storage. This course covers antimalware and endpoint protection; including features such as Windows Defender and Windows Update. This course is one of a series which cover the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services	Bring your own device, or BYOD, culture presents certain challenges for IT Administrators. Windows 8.1 and 8.1 provide wide support for mobile devices, including Windows Intune, which provides cloud-based device management. This course covers the capabilities and configuration of Windows Intune. This course is one in a series that covers the objectives for Microsoft Exam 70-688: Supporting Windows 8.1. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows 8 certification.
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP	Managing and maintaining client machines within an enterprise can be challenging given the variety of operating systems and devices available to end users. The Microsoft Desktop Optimization Pack, or MDOP, is a suite of tools designed to ease the administration overhead for IT departments.
Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface introduced Windows 8. Windows 8.1 also adds new features, from enterprise oriented features, such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1, what's changed from previous Windows versions, and how to support some of that new functionality. It also covers strategies to get Windows 8.1 on a machine and how to upgrade or migrate settings. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Hardware and Applications	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface from Windows 8. Windows 8.1 also adds new features, from enterprise oriented features, such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1 hardware and device drivers, what the requirements are for Windows 8.1 devices and how device detection works. It also examines applications – from Windows 8.1 style applications to desktop applications. Finally it covers Applocker, which allows you to restrict applications based on a set of rules. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.

Course	Description
Microsoft Windows 8.1 - Configuring: Network Configuration	Windows 8.1 is the latest update to Microsoft's desktop operating system. Windows 8.1 carries over, and improves upon, the new user interface from Windows 8. Windows 8.1 also adds enterprise oriented tools such as Workplace Join, to more consumer oriented features like Miracast Display. This course looks at Windows 8.1 networking covering IPv4 and IPv6, name resolution, and wireless networking. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Remote Management and Security	Windows Server 8.1 includes a variety of features to help maintain security and to provide reliable tools for remote administration. This course covers how Windows Firewall is used to protect a Windows 8.1 computer, as well as features used to remotely administer a Windows 8.1 computer, and provide assistance to other Windows computers. This exam will count as credit towards both the MCSA and MCSE certification path.
Microsoft Windows 8.1 - Configuring: Resource Access	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new features, including enterprise-oriented ones, such as Workplace Join, and more consumer-oriented features like Miracast Display. This course explains how to access local and shared resources, such as files and folders or printers, using Windows 8.1. It also covers authentication and authorization, covering such topics as smart cards, biometrics, and Microsoft accounts for synchronizing Windows 8 PCs. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new features, including enterprise-oriented ones, such as Workplace Join, and more consumer-oriented features like Miracast Display. This course discusses VPNs and the different technologies supported in Windows 8.1. It also covers Remote Desktop and Remote Assistance. Finally, it covers mobility, configuring mobile devices and how to secure them with BitLocker and BitLocker To Go drive encryption. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: Windows Clients	Windows Server 8.1 includes a variety of features to help configure updates, manage local storage, and monitor system performance. This course covers the Windows Update feature, as well disk management features to help administer and manage local storage. It also explains how to properly monitor a Windows 8.1 computer to ensure optimal performance and reliability. This course is one of a series in the SkillSoft learning path that covers the objectives for the 70-687:Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
Microsoft Windows 8.1 - Configuring: File and System Recovery	The latest update to Microsoft's desktop operating system, Windows 8.1 carries over, and improves on, the new user interface from Windows 8. It also adds new enterprise-oriented features including Workplace Join, and more consumer-oriented features like Miracast Display. This course covers the startup process for Windows 8.1, tools to manipulate startup, and startup based recovery options including the BCD store and WinRE. It also covers System Restore as a recovery mechanism, PC Refresh and PC Reset, and finally at file recovery options like Windows File History and Backup. The course is one of a series in the SkillSoft learning path that covers the objectives for the exam 70-687: Configuring Windows 8. This exam is part of the MCSA: Windows 8 certification path.
TestPrep 70-740 Installation, Storage, and Compute with Windows Server 2016	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Docker Introduction	This course provides an introduction to containerization and Docker terminology. You'll learn how Dockerfiles are used to build Docker images and how a container is a running instance of an image.
Docker and Windows	This course describes how Docker integrates with Windows 10 and Windows Server 2016. The distinction between Windows Server and Hyper-V containers will also be covered.
Docker Installation and Management	In this course, you'll learn how to install Docker on Windows 10 and Windows Server 2016. Then you'll see how to manage images and containers.
Docker Programmatic Access	In this course, Docker command line tools and APIs are discussed. Then, the Docker CLI will be used to manage various aspects of the Docker ecosystem.
IBM Memory Analyzer and Visualizer	Memory issues can drastically affect the performance of Java applications. In this course, you will learn about the Memory Analyzer tools that will help resolve memory issues.
ANTS Performance Profiler	ANTS Performance Profiler can help boost the performance of your applications by identifying bottlenecks. In this course, you will learn the key features and functionality of the ANTS Performance Profiler tool.
PowerShell 5.0 Local Configuration Manager (LCM)	PowerShell 5.0 Local Configuration Manager (LCM) is the backbone of Desired State Configuration (DSC). It is responsible for a number of DSC aspects, including determining push or pull refresh modes. In this course, you will work with the LCM.
PowerShell 5.0 DSC Resources	Windows PowerShell 5.0 Desired State Configuration (DSC) can significantly improve the way organizations manage server and client configuration states. In this course, you will learn how to work with and deploy DSC resources.
PowerShell 5.0 DSC, Configurations, and Repositories	Desired State Configuration (DSC) can significantly improve the way organizations manage server and client configuration states. In this course, you will learn how to create a DSC pull server, and work with configurations and repositories.
PowerShell 5.0 Resource Creation and Configuration	PowerShell 5.0 DSC can be used to configure many important elements of your datacenter using built-in or custom-built resources. In this course, you'll learn techniques for writing DSC configurations and configuring nodes.
Additional Malware Protection	Modern security exploits commonly involve stealthy and complex hybrid zero-day attacks that must be countermeasured. In this course, you will learn additional components of Windows Server 2016 malware protection, and prepare for exam 70-744.
Managing Privileged Identities Part I	We'll examine the Enhanced Security Administrative Environment (ESAE) which defines the 21st century gold standrad for administrative security on Windows networks. Exam 70-744
Managing Privileged Identities Part II	Privileged identities allow Windows administrators to enforce the critical least-privilege security principal. Exam 70-744
PAWS and LAPS	Microsoft offers some very powerful tools and features for managing user rights and access policies, including PAWS and LAPS. Exam 70-744
Installing System Center Configuration	System Center Configuration Manager increases productivity by automating tasks throughout the organization. In this course, you will learn how to install System Center Configuration Manager.
Installing Operations Manager	Operations Manager allows you to monitor services and devices from a single console. In this course, you will learn how to install Operations Manager and all of its components such as the Management Server and Operations Console.
Orchestrator Performance and	Orchestrator allows you to combine tasks and procedures to improve operational efficiencies. In this course, you will learn about Orchestrator and the requirements for installing it in your environment.
Fundamentals of C++ Programming	Based on C, C++ is a general-purpose, object-oriented programming language. Learn how to set up a development environment and explore the fundamentals of C++, including program structure, I/O streams, and header and source files.
Cucumber Steps and Scenario Development	Cucumber has various strategies and implementations that provide users the ability of creating expressive scenarios. In this course, you'll learn Gherkin and the ability of creating expressive scenarios optimizing test outputs.
Deep Dive Cucumber	This course focuses on managing scenarios and behaviors. You will work with various scenarios including databases and web services, REST API and troubleshooting test processes.
Introduction to Artificial Intelligence	The world of artificial intelligence (AI) includes many areas in computing, which makes it a complex field. This course provides a useful description of AI, which will allow you to describe real-world problems as artificial environments.
Search Problems	Many problems faced by intelligent agents can be solved using searching methods. This course will provide you with a definition for search problems and useful methods to solve these problems.
Constraint Satisfaction Problems	Search algorithms provide solutions for many problems, but they aren't always the optimal solution. This course will show you how constraint satisfaction algorithms are better than search algorithms in some cases, and how to use them.
Adversarial Problems	Many problems occur in environments with more than one agent, such as games. In this course, you will learn some techniques used to solve adversarial problems to make agents play games, like chess.
Machine Learning	Sometimes agents must learn how to associate certain conditions with actions and outcomes. In this course, you will learn some of the principles of machine learning and how to use it to make smarter agents.
Reinforcement Learning	Some problems are too complicated to describe to a computer and to solve with traditional algorithms, which is why reinforcement learning is useful. In this course, you will learn the fundamentals of reinforcement learning.
Introducing Natural Language Processing	Natural language is essential to human communication, which makes the ability to process it an important one for computers. In this course, you will be introduced to natural language processing and some of the basic tasks.
Designing with Flexibility and Efficiency in Mind	As technology matures, several conventions emerge to allow for flexibility and efficiency in terms of user experience and security. In this course, you'll learn to design apps that are secure and useable while being flexible and efficient.
Exploring Chatbots	As messaging apps are getting more popular, businesses are opting for chatbots to reach a bigger market. In this course, you will be introduced to chatbots, how to use them to help your platform, and how to make them.
User Interfaces in Virtual Reality	Virtual Reality focuses mostly on the environment; however, the user usually needs to see status or localized information within an app. In this course you will learn about the different ways this information can be presented to a user.
Optimizing for Unity VR	Virtual Reality has to balance the visual quality against performance since there are usually physical performance limitations in any VR gear. In this course you will learn about methods to improve performance and optimize a VR app.
Android Cardboard and Unity VR	Virtual reality has been known to be fairly expensive; however, Google has created Cardboard. It is a VR headgear device made from cardboard and uses an Android phone. In this course, you'll learn how to create VR apps for this platform.
Using GoogleVR and Unreal	There are many environments available to create Virtual Reality apps. In this course you will learn about the GoogleVR platform and the Unreal Engine and how they can be used to create virtual reality apps.
WebSphere Commerce Basics	This course introduces the learner to key features of WebSphere Commerce including the architecture and frameworks used to develop content.
WebSphere Commerce Advanced Topics	This course introduces the learner to the WebSphere Commerce Organization Structure, as well as the key features of WebSphere Commerce advanced development and customization. This includes JSP Programming Best Practices, Controller and Persistence Layers, and the WebSphere Commerce Management Center.
WebSphere Commerce Security, Performance, and Troubleshooting	This course introduces the learner to key features of WebSphere Commerce testing and debugging, troubleshooting, and performance tuning. This course also covers WebSphere Commerce Security.
Java EE 7 Front End Web Application Development: Web Components	Servlets, JSP (Java Server Pages) and JSF (JavaServer Faces) facelets are key components of Java web applications. In this course, you'll begin by learning about the standards and architecture of web applications. You'll then be introduced to the distinguishing features of Java web technologies and how these technologies are incorporated into enterprise applications. The course will also introduce the Java API for RESTful web services, known as JAX-RS, and you'll learn how to configure a Java web application. The course will then cover servlets and JSPs in more detail and you will be provided with demonstrations and practice in using these components to build a web application.
Java EE 7 Front End Web Application Development: Web Services	JAX-RS is the Java API for RESTful web services. This course will introduce web services and their role in web applications. It will then cover how to configure, use, and manage JAX-RS resources in Java web applications. It will also cover how to create Java RESTful clients and you'll learn about alternative RESTful clients. The course will provide demonstrations and practice in configuring a Media Manager application to use RESTful service and client to manage and access media files.
Java EE 7 Front End Web Application Development: Communication and Security	HTML5 and JavaScript client-side applications can be used to access Java enterprise services. This course begins by covering the main features of JavaScript and how to use them. It also covers how to manipulate DOM elements with JavaScript and how to work with JSON. You'll also learn how to use AJAX (Asynchronous JavaScript and XML) to create HTTP requests. WebSockets enable two-way communication between clients and servers. This course will cover how to implement the Java API for WebSocket to create client and server endpoints. It will also cover Java support for JSON and JAX-RS support for JSON-P. The course will conclude with a discussion of the implementation of a Java web security policy; a look at container-managed security; and information about using both the Security API and declarative security in Java web applications.
Java EE 7 Front End Web Application Development: Business Logic and Persistence	A Java application contains presentation business logic and services layers. Business logic can be implemented using POJOs (plain old Java objects) or EJBs (enterprise java beans). EJB-Lite is a subset of the EJB specification. This course will contrast these three technologies and the features and use of session beans in EJB. Most business applications need to persist data. In this course, you will be introduced to the Java Persistence API, a lightweight framework that leverages Plain Old Java Objects (POJOs) for persisting Java objects that represent relational data. The course will cover JPA entities and entity mapping, the role of the Entity Manager, and using JPA queries. The course will include demonstration and practice in configuring data persistence in Java EE applications.
Information Security Governance (Part 1)	This course helps the learner establish and maintain an information security governance framework and supporting processes aligned with organizational goals and objectives. The course will help you prepare for the CISM exam Domain 1.
OWASP Overview	In this course, you'll learn who OWASP is, what they do, and what the OWASP Top 10 list represents.
OWASP Top 10: List Item Overview	This course provides a general overview of the OWASP Top 10 list items.
OWASP A7 and A6: Leaky and Unprepared Applications	OWASP Top 10 list items 7 and 6 involve applications that expose sensitive data and are not protected from modern attacks.
OWASP A4 and A2: Broken Applications	OWASP Top 10 list items 4 and 2 involve applications with broken access controls and broken authentication and session management.
OWASP A5 and A1: Security and Injection	OWASP Top 10 list items 5 and 1 cover security misconfigurations and injection, two highly common attacks in modern web applications
OWASP A10 and A9: API and Component	OWASP Top 10 list items 10 and 9 are exploits of APIs and components of web applications.
Introduction to Web Services	Web services provide a cloud environment for building distributed apps. In this course, you will be introduced to distributed apps, how data can be accessed, and how services work. You'll also prepare for exam 70-487.
Introduction to the Entity Framework	Entity Framework is an object relational mapper (ORM) and uses an object-oriented representation for data. This course introduces Entity and the operations it provides to make working with data easier, and prepares you for exam 70-487.
IIS and Web Services	When developing a distributed app that must be run locally, IIS is available and can be configured to scale and run web services. In this course, you will learn about IIS and how to create a web service, as you prepare for exam 70-487.

Course	Description
Working with ASP.NET Web API Routes and Controllers	In this course, you will learn how to register and configure ASP.NET Web API routes, how to implement ASP.NET Web API controller HTTP methods in Visual Studio 2017.
Design and Implement UI Behavior	In this course, you will learn how to implement client and server-side data validation, and how to render application scripts in Visual Studio 2017.
Adaptive UI Layout and Caching Strategy	In this course, you will learn how to design a caching strategy and work with display modes to implement adaptive user interfaces in Visual Studio 2017.
Designing ASP.NET MVC Application	In this course you will learn how to implement state management, implement a web socket strategy in Visual Studio 2017.
Asynchronous Tasks in ASP.NET MVC Web Application	In this course you will learn how to use and manage asynchronous tasks in an ASP.NET MVC web application in Visual Studio 2017.
Design a Distributed ASP.NET MVC	In this course you will learn how to design a distributed application in Visual Studio 2017.
Implementing ASP.NET Authentication	In this course, you will learn how to configure user authentication rules in an ASP.NET MVC web application in Visual Studio 2017. You will also prepare for exam 70-486.
Implement ASP.NET Claims-Based	In this course, you will learn how to implement claims-based authentication in an ASP.NET MVC web application in Visual Studio 2017.
Implement ASP.NET Authorization and Exception Handling Strategy	In this course, you will learn how to configure and apply user authorization roles and cover techniques in designing an exception handling strategy in an ASP.NET MVC web application in Visual Studio 2017.
Troubleshooting Runtime Issues and HTTP Modules & Handlers	In this course, you will learn how to prevent and troubleshoot runtime issues and implement HTTP modules and handlers in an ASP.NET MVC web application in Visual Studio 2017.
Debugging ASP.NET MVC Web Applications	In this course, you will learn how to collect diagnostics and debug Windows Azure applications.
Configuring and Deploying ASP.NET Web Applications	In this course, you will learn how to configure various web application settings and deploy them to hosting providers, Azure websites, and to IIS for local environment testing prior to production deployment.
Implement Globalization, Azure Role Life Cycle and Search Engine Optimization	In this course, you will learn how to create resources for implementing globalization and localization, how to implement Windows Azure life cycle events, and how to plan and design for search engine optimization.
Optimizing Application Data	In this course, you will learn how to use compression to reduce network bandwidth and how to implement custom encryption and decryption of application URLs in ASP.NET MVC web applications in Visual Studio 2017.
Web Application Libraries	JavaScript can be scaled to work across browsers but may not be consistent from one browser to another. This is where libraries and frameworks come into play. This course covers basic concepts of using web application related libraries.
jQuery and TypeScript	Multiple projects started with similar build processes can be created, tested, and implemented in very little time, thus making libraries and tools an integral part of JavaScript. This course covers the jQuery library and TypeScript.
Advanced CSS	In this course, you will learn the advanced features of CSS, including creating content layouts and manipulating the CSS based on the device media characteristics. This course aligns with the Microsoft 70-480 exam.
Planning Quality Management (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Quality Management project management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Manage and Control Quality (PMBOKÂ® Guide Sixth Edition)	This course covers the Manage Quality and Control Quality project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Quality Methodologies and Standards for Project Management	This course covers best practice industry standards for quality and process improvement that can be used for effective project management. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Plan and Acquire Resources (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Resource Management, Estimate Activity Resources, and Acquire Resources project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Develop and Manage Resources (PMBOKÂ® Guide Sixth Edition)	This course covers the Develop Team, Manage Team, and Control Resources project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Plan and Manage Communications (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Communications Management and Manage Communications project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Monitor Project Communications (PMBOKÂ® Guide Sixth Edition)	This course covers the Monitor Communications project management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Planning Risk Management (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Risk Management project management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Identifying Risk (PMBOKÂ® Guide Sixth Edition)	This course covers the Identify Risks project management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Analyzing Risk (PMBOKÂ® Guide Sixth Edition)	This course covers the Perform Qualitative Risk Analysis and Perform Quantitative Risk Analysis project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Responding to Risk (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Risk Responses, Implement Risk Responses, and Monitor Risks project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Procurement Planning (PMBOKÂ® Guide Sixth Edition)	This course covers the Plan Procurement Management project management process. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Procurement Management (PMBOKÂ® Guide Sixth Edition)	This course covers the Conduct Procurements and Control Procurements project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Planning Stakeholder Engagement (PMBOKÂ® Guide Sixth Edition)	This course covers the Identify Stakeholders and Plan Stakeholder Engagement project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
Managing Stakeholder Engagement (PMBOKÂ® Guide Sixth Edition)	This course covers the Manage Stakeholder Engagement and Monitor Stakeholder Engagement project management processes. This course will assist learners in preparing for the PMIÂ® PMPÂ® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.
PRINCE2Â® Control, Manage, and Close Projects (2017 Update)	This course covers the PRINCE2Â® processes for controlling, managing, and closing project work, and is one of a series of courses that covers the objectives for the PRINCE2 Foundation exam (2017 update).
Adopting PRINCE2Â® for your Project Environment (2017 Update)	This course covers considerations for tailoring PRINCE2Â® for your project environment and requirements, and is one of a series of courses that covers the objectives for the PRINCE2 Foundation exam (2017 update).
Recovering SQL Databases	Point-in-time restores and geo replication are features used to protect SQL databases in an Azure implementation. This course introduces these features, as well as other features used for restoring databases and post recovery tasks.
Office 365 and Azure AD Connect	This course covers the preparation to connect Azure AD Connect with Office 365. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements
Managing Office 365 Identities Using Azure AD Connect	This course covers the management of Azure AD Connect, how to configure for Office 365. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements
Monitoring Office 365 Usage	This course covers monitoring Office 365 availability and usage. It is one in a series of courses that will prepare you for exam 70-346: Managing Office 365 Identities and Requirements.
Integrating Security Controls for Host	This course covers enterprise security architecture, examining integration of security controls for host devices to meet security requirements. It will also prepare you for exam CAS-003.
Integrating Controls for Mobile and Small Form Factor Devices	In this course, you will analyze ways to integrate security controls for mobile and small form factor devices to meet security requirements. You'll also prepare for the CAS-003 exam.
Selecting Software Security Controls	In this course, you will choose the appropriate security controls in various application vulnerability scenarios. You'll also prepare for the CAS-003 exam.
Conducting Security Assessments	In this course, you'll learn about enterprise security operations and explore numerous methods for conducting effective security assessments.
Networking Devices	In this course, you'll explore various networking devices, including modems, bridges, hubs, switches, routers, proxy servers, load balancers, VPN concentrators, RADIUS servers, IDSs, and IPSs. You will also prepare for exam N10-007.
Documentation and Diagrams & Business Continuity	Documentation helps ensure an efficient business structure, while disaster recovery plans help ensure business continuity. Explore documentation concepts, such as diagrams and SOPs, and business continuity concepts, such as fault tolerance.
Network Monitoring & Remote Access Methods	Continuous network monitoring is instrumental in obtaining peak performance. Explore monitoring concepts, including event logs, alerts, and patch management. Also, discover remote access methods, such as VPNs, RDP, SSH, VNC, and telnet.
Policies and Best Practices	Best practices and guidelines should be implemented to ensure optimal network performance and security. Explore these guidelines, including password policies, data loss prevention techniques, NDAs, and safety procedures and policies.
Security Devices, Wireless Security, & Access Control	This course covers how to protect organizational assets, like personnel, devices, and infrastructure. You'll also explore physical security devices, wireless security, and authentication and access controls, as you prepare for exam N10-007.
Network Attacks & Device Hardening	In this course, you'll explore various types of attacks that can compromise a network, including DoS, insider threats, and ransomware. Also discover network device hardening techniques to reduce vulnerabilities and prepare for exam N10-007.
Mitigation Techniques	Mitigating security threats can lessen the overall impact that an attack can have on network devices, hosts, and applications. In this course, you'll explore common mitigation techniques, as you prepare for exam N10-007.
Troubleshooting Methodology & Tools	By using the appropriate troubleshooting tools, network problems can be identified and resolved quickly. Discover how to identify a network problem and resolve it using different techniques and tools, and prepare for exam N10-007.
Troubleshooting Connectivity & Performance Issues	Connectivity issues, such as crosstalk, jitter, reflection, and interference, can greatly impact network performance. Discover how to troubleshoot common wired and wireless connectivity issues.
Troubleshooting Common Network Service Issues	Network services, such as DNS and DHCP, help business operations run smoothly. Explore common issues that occur with network services as well as how to resolve them, including incorrect gateways, duplicate IP addresses, and incorrect times.
Text Mining & Social Network Analysis	Text mining facilitates social network analysis, giving analysts the ability to capture people's sentiments about various topics. Explore how text mining and social network analysis can greatly impact many diverse areas.
Machine Learning, Propensity Score, & Segmentation Modeling	Both supervised and unsupervised machine learning techniques are at the forefront of the predictive analytics and data mining industry. Discover machine learning features and tools, and explore propensity scoring and segmentation modeling.
Random Forests & Uplift Models	Nestled within machine learning are ensemble techniques that enable the combination of multiple models to reduce prediction error and improve forecasting ability. Explore machine learning methods, including random forests and uplift models.
Model Life Cycle Management	Analyst must continuously manage analytical models, such as monitoring performance over time and interacting with various stakeholders. Explore the operational decision making stages of model life cycle management.
Model Development, Validation, & Evaluation	Analytic model management ensures that models are not only superior to alternatives, but they also meet or exceed current business needs. Explore the process of building, validating, and evaluating a predictive analytics model.
Android 6.0: Navigation & Setup	Use your Android 6.0 device to the fullest. Learn how to connect to your Google account, use the touch screen, and navigate the Marshmallow interface. Explore customizing the display and quick access bar, and using the quick settings window.
Android 6.0: Installing & Managing Apps	From the Google Play Store, you can view and download applications from a wide array of categories. Learn about accessing the Play Store, installing and managing applications, and using widgets on your Android 6.0 device.
Android 6.0: Using Email	Get your email on the go from your Android 6.0 device. Learn how to add an email account, use Gmail, read and send emails, send attachments, find and manage emails, and configure your mailbox and its display settings.
Android 6.0: Managing Contacts	With the Contacts app on Android 6.0 you can add new contacts, edit contacts and remove contacts you no longer need. Learn how to add a contact, navigate the app, manage your contacts, and customize the display.
Android 6.0: Managing Events & Alarms	The Android 6.0 Calendar app allows you to view your upcoming events and navigate easily through upcoming dates. Learn how to work with the Calendar app, including adding events, changing settings, and using the clock.

Android 6.0: Using Chrome	The Android 6.0 default browser is Google Chrome, which allows you to view websites and access Google's powerful search engine all in one location. Learn about browsing, saving a website, and configuring Chrome for Android.
Android 6.0: Using the Camera & Photo Tools	Your Android 6.0 device has a camera with its own application that allows you to manage flash settings, use the timer, and activate front-facing mode. Learn how to use the camera, as well as view, organize, edit, and share photos.
Android 6.0: Retrieving & Sharing Information	Take advantage of time-saving apps on Android 6.0. Learn about voice search and typing and Google Play Newsstand. Explore the Maps app, including modifying the display, preparing an itinerary, using Street View, and saving an address.
Android 6.0: Listening To Music	Android 6.0 has a music app from which you can play, add and manage your music collection. Learn how to listen to and organize music, as well as navigate and configure Google Play Music.
Android 6.0: Configuring Devices	Your Android 6.0 device is highly customizable, so you can use it how you want. Learn about changing your connection, device, and user settings, and protecting your device. Explore permissions, Bluetooth, notifications, and battery saving.
Basecamp 2: Sign-in & Setup	Basecamp is an online project management service. Discover how to create an account, sign-in, and set up the application.
Basecamp 2: Setting Up Projects	Basecamp streamlines project management services by providing online collaboration services. Discover how to set up projects in Basecamp.
Basecamp 2: Tracking Projects	Tracking projects and their progress are an integral part of project management. Discover how to track projects in Basecamp.
Basecamp 2: Managing Project Tasks &	Every project manager understands the important relationship between tasks and assets. Discover how to manage project tasks and assets in Basecamp.
Basecamp 2: Discussion & Collaboration	Projects are implemented by teams, and communication is crucial to a successful outcome. Explore discussion and collaboration tools in Basecamp.
Buffer: Sign-in & Account Creation	Need a social media management tool? Get to know how Buffer works for individuals and businesses through exploration. Discover how to sign in and out, add accounts, and manage account settings.
Buffer: Managing Social Media Activity	Buffer allows you to customize where and how to share your social media posts. Examine multiple network sharing, automatic posting and scheduling, managing your queue, using the Buffer extension, analyzing posts, and managing settings.
Cisco Jabber 11.1 for Windows: Setting up the Client	Introduce yourself to the Jabber collaboration tool by learning how to navigate the interface, change your status, customize your profile, manage alerts and privacy settings, adjust audio and video settings, and use accessibility options.
Cisco Jabber 11.1 for Windows: Adding & Organizing Contacts	Start connecting with other Jabber users within your organization. Discover how to add and remove contacts, import and manage a contact list, and organize contacts into groups.
Cisco Jabber 11.1 for Windows: Chat Tools	In Jabber, you can chat with other users via instant messaging. Discover how to use instant messaging, start group chats, adjust chat options, participate in voice calls, send call icons to contacts, and forward calls.
Cisco Jabber 11.1 for Windows: Meeting Tools	Jabber allows you to collaborate with a group in a number of different ways. Discover how to participate in group calls, hold a WebEx meeting, integrate a calendar into Jabber, share documents, send screen captures, and share a screen.
Cisco WebEx for Windows: Sign-in & Setup	WebEx is a collaboration tool for online meetings and video conferencing. Discover how to create and edit a WebEx account, edit user preferences, add new contacts, and explore the WebEx meeting room and its tools.
Cisco WebEx for Windows: Organizing & Hosting Meetings	Every WebEx meeting has a host who invites others to join the meeting. Discover how to host or join a meeting, use the chat function, add speech with VoIP or a phone, alter a member's role, and access and organize meeting files.
Cisco WebEx for Windows: Using Meeting Tools	To get the most out of a WebEx meeting, you must know how to use the available tools. Discover how to share files, applications, and your desktop; work with the whiteboard; record a meeting; and print a chat log.
Convo: Sign-in & Setup	Join the conversation in Convo. Discover how to connect to Convo, explore the interface, edit your profile, and invite others to join your network.
Convo: Communication Tools	Collaborate with efficiency using the available features of Convo. Discover how to create, tag, and react to posts, as well as share documents and images, manage feeds, use email to communicate, and start a chat.
Convo: Working with Groups	Collaborate with colleagues easily using Convo's group features. Explore joining and creating a group, participating in and sharing a group discussion, creating a task list, pinning and saving group posts, and configuring group settings.
Convo: Creating, Finding, & Sharing Information	Get the most out of Convo by making use of its document collaboration and sharing features. Explore the search function, sharing documents, commenting and annotating a document, and integrating a calendar into your feed.
Convo: Configuring Convo	Stay connected using Convo. Discover how to integrate social media accounts, configure your account, manage notifications, and manage integrated services.
Convo: The Convo iOS App	Use Convo on the go. Explore the use of the Convo mobile app, including creating and reacting to posts, chatting, working with groups, sharing files and collaborating on documents, adding reminders, searching, and adjusting settings.
Evernote 6.0: Sign-in & Setup	Share notes and reminders across devices using Evernote. Discover how to find and open the program, log in, navigate the interface, protect your account, change options and settings, and customize the toolbar.
Evernote 6.0: Creating & Opening Notes	Discover how to work with Evernote notes, including reading and creating them, viewing and editing properties, and using Web Clipper. Explore creating a note from the desktop or a screenshot, annotating, and creating a note from email.
Evernote 6.0: Structuring & Saving Notes	Make working with notes easier by taking advantage of Evernote's extensive features. Discover how to import and export notes, manage note edits, as well as sync and print notes.
Evernote 6.0: Illustrating Notes	Enhance notes in Evernote by adding illustrations. Discover how to insert images, tables, hyperlinks, links to documents, files, and add reminders.
Evernote 6.0: Collaboration Tools	Share your notes with friends and colleagues with Evernote's collaboration features. Discover how to email a note, share notes via a link, share notes on social networks, use the chat function, and present notes.
Facebook for Web: Sign-in & Setup	Are you fairly new to Facebook? Discover how to create and configure an account, including editing personal information and adding a profile picture. Also, explore how to use Facebook in general, including configuring notifications.
Facebook for Web: Finding & Interacting with Friends	Facebook is all about connecting with other people. Discover how to search for and add friends, view the profile page of other users, import contacts, and manage and organize your Friends list.
Facebook for Web:Using the News Feed	You can view the latest updates from people and pages you follow from your News Feed. Discover how to use the News Feed, subscribe to feeds, view your feeds lists, use hashtags for organizing subjects, and save shared links.
Facebook for Web: Posting Updates	Your Facebook wall is your personal message board. Discover how to post to your wall and friends' walls, use the Reaction button, view and manage posts using privacy settings, work with the timeline, and write and publish notes.
Facebook for Web: Photo Tools	Facebook makes it easy to share photos with others. Discover how to work with photos, including how to create and manage photo albums, add information and tags to photos, and share your photos and photo albums.
Facebook for Web: Group Tools	Facebook groups are an ideal place for people with similar interests to come together. Discover how to create and manage your own groups, and how you can join and participate with members in other groups.
Facebook for Web: Creating & Managing	Do you want to promote your company or project? Discover how to create, edit, and update a custom Facebook page; build an audience to promote your page; and manage page administrators and settings.
Facebook for Web: Creating & Organizing Events	Facebook events are an ideal way to promote special occasions, activities, or products. Discover how to use the event calendar, create and manage events, view and edit event details, view event activity, and respond to event invitations.
Facebook for Web: Private Communication	Facebook provides numerous ways for you to communicate with others. Discover how to use the Facebook inbox to work with messages, use Facebook chat, and make voice and video calls.
Facebook for Web: Privacy & Security Settings	Facebook lets you limit what personal information others can view. Discover how to manage your privacy settings and public profile, block unwanted users, configure account security settings, and download and view your Facebook data.
Facebook for iPad: Sign-in & Setup	Are you new to using the Facebook app on your iPad? Discover how to create and configure an account, including editing personal information and adding a profile picture. Also, explore how to use Facebook in general, including configuring notifications.
Facebook for iPad: Finding & Interacting with Friends	Facebook is all about connecting with other people. Discover how to search for and add friends, view the profile page of other users, and import contacts on your iOS device.
Facebook for iPad: Using the News Feed	You can view the latest updates from people and pages you follow from your News Feed. Discover how to use the News Feed, subscribe to feeds, view your feeds lists, use hashtags for organizing subjects, and save shared links.
Facebook for iPad: Posting Updates	Your Facebook wall is your personal message board. Discover how to post to your wall and friends' walls, use the Reaction button, and view and manage posts using privacy settings or hiding them from your timeline.
Facebook for iPad: Photo Tools	Facebook makes it easy to share photos with others. Discover how to work with photos, including how to create a photo album, tag people in a photo, share your photos, and apply effects to your photos before publication.
Facebook for iPad: Group Tools	Facebook groups are an ideal place for people with similar interests to come together. Discover how to create and manage your own groups, and how you can join and participate with members in other groups.
Facebook for iPad: Creating & Managing	Do you want to promote your company or project? Discover how to create, edit, and update a custom Facebook page; build an audience to promote your page; and manage page administrators and settings.
Facebook for iPad: Creating & Organizing Events	Facebook events are an ideal way to promote special occasions, activities, or products. Discover how to use the event calendar, create and manage events, view and edit event details, view event activity, and respond to event invitations.
Facebook for iPad: Privacy & Security Settings	You can limit what personal information can be viewed by people using Facebook. Discover how to adjust your privacy settings, block unwanted users, manage your photo tag options, and configure the security settings on your account.
Facebook Messenger: Sign-in & Setup	Get started using Facebook Messenger on your iPad. Discover you how to sign in to your account; manage your profile, notifications, and contacts; customize messages; and examine the tools and features of the app.
Facebook Messenger: Communication & Connections	The Facebook Messenger app provides numerous ways for you to communicate with others. Discover how to work with messages, use group chat, make voice and video calls, and locate people and businesses.
Facebook Messenger: Using Messenger on the Web	Explore the web browser version of Facebook Messenger. Discover how to sign in and use Messenger on the web to send messages and multimedia items, use group chat, use voice and video calling, and customize and manage your messages.
Flickr: Sign-in & Setup	Get started with Flickr. Discover how to create a Flickr account, introduce yourself to the interface, and look at how you can configure settings for your profile, privacy, permissions, email, and notifications.
Flickr: Photo Storage Tools	Flickr is all about sharing photos and videos. Discover how to import photos or videos, view, edit, upload, and manage your photos, as well as options for sharing photos privately or publicly.
Flickr: Organizing Photos & Creating Albums	One method for organizing photos in Flickr is to create albums. Explore photo management, including how to create, edit, and organize photo albums; use search to locate photos; and add geotagging information to your photos.
Flickr: Editing Photos	There are numerous photo edits you can perform using the Aviary photo editor in Flickr. Discover how to use Aviary to retouch photos, adjust their size, and add fun effects like frames and stickers.
Flickr: Interacting with the Community	The Flickr community is a great way to share your photos and view photos of others. Discover how to interact with others, including working with photo galleries, adding and following friends, using FlickrMail, and creating and using groups.
FreeMind 1.0.1: Using & Customizing the Interface	Get started using FreeMind, and explore the interface. Discover how to navigate and search a document, configure the display and interface, and customize keyboard shortcuts.
FreeMind 1.0.1: Creating, Saving, & Exporting Documents	Explore document management in FreeMind. Discover how to create, open, save, print, and password protect mind maps, as well as how to export mind maps as HTML or images.
FreeMind 1.0.1: Building a Mind Map	Discover how to add content to a mind map. Learn how to create and work with nodes and text, add dates and reminders, insert links, and apply attributes from a drop-down list.
FreeMind 1.0.1: Formatting a Mind Map	FreeMind provides a number of ways for you to make your mind maps more visually appealing. Discover how to modify font and text style, format and group nodes, and customize predefined node styles.
Google Drawings: Creating & Sharing	Google Drawings is a tool that lets you create and edit drawings. Explore the interface and tools, and discover how to create, manage, download, share, and add comments to a drawing.
Google Drawings: Using Drawing Tools	Explore drawing tools in Google Drawings. Discover how to work with tables, images, diagrams, and shapes, as well as how to organize elements in a diagram.
Google Drawings: Adding Text to Drawings	Help clarify the content in graphics or diagrams by adding text. Discover how to work with text and labels in Google Drawings, use word art to create and customize titles, and run a spell check to check for errors.
Google Keep: Google Keep on the Web	Google Keep is a multiplatform, cloud-based notes application. Explore Google Keep on the web, from creating notes and checklists to embellishing notes with images.
Google Keep for Android	You can use the Google Keep app for Android to stay organized from your mobile phone or tablet. Explore Google Keep for Android, from creating notes and pinning them to syncing and sharing and using widgets.
Google Photos: Sign-in & Navigation	Google Photos is your cloud-based photo album. Discover how to sign in and navigate Google Photos and configure the app.
Google Photos: Uploading & Editing Photos	To start using Google Photos, you need to upload your photos. Discover how to upload and edit photos using Google Photos.

Title	Description
Google Photos: Creating Albums &	Google Photos includes tools that allow you to organize your photos. Discover how to create albums, collages, and slideshows using Google Photos.
Google Photos for Android	Google Photos is your cloud-based photo album and can be accessed on your Android device. Discover Google Photos for Android, including account management, searching, album creation, and photo editing.
Google Photos for iOS	Access Google Photos on your iOS device. Discover Google Photos for iOS, including account management, searching, album creation, and editing photos.
YouTube for Web: Searching & Viewing Videos	Get started viewing and sharing videos with the YouTube app. Discover how to create, access, and customize your account; search for and watch videos; subscribe to a channel; and manage your subscriptions.
YouTube for Web: Publishing Videos & Managing Channels	Want to share videos on YouTube? Discover how to create and manage channels and playlists, publish videos, use tags and comments, and use the Creator Studio to generate reports about your account activity.
YouTube for Web: Creating & Editing	Discover how to create your own videos with YouTube. Explore the YouTube tools to create video slideshows and montages, add music and annotations, and edit and customize your videos.
LogMeIn GoToMeeting: Organizing & Hosting Meetings	Hosting and managing meetings is simple with GoToMeeting. Discover how to organize and host meetings with this powerful online meeting and video conferencing app.
LogMeIn GoToWebinar: Planning & Participating in Webinars	GoToWebinar is a powerful online webinar app that allows you to create and deliver webinars like a pro. Discover how to plan and participate in webinars with GoToWebinar.
LogMeIn GoToWebinar: Managing	Need to manageÂ a webinar? Discover how to useÂ the presentation tools, polls, and surveys, and how to record a webinar and generate reports.
IBM Connections Cloud: Signing in & Managing Accounts	IBM Connections is a collaboration application providing online social networking tools for employees of a company. Discover how to get started using Connections, including managing your profile, account, and notifications.
IBM Connections Cloud: Adding & Organizing Contacts	With IBM Connections, you can easily manage your business contacts. Discover how to add, import, and manage your contacts; follow other users; and create groups.
IBM Connections Cloud: Posting & Reacting to Status Updates	IBM Connections is a professional social network that allows you to post status updates and share files directly via your posts. Discover how to work with status updates, mentions, hashtags, and file posting.
IBM Connections Cloud: Using Meeting	You can use IBM Connections to meet and collaborate with other users. Discover how to organize or join a meeting, upload files for sharing, and create and manage activities and activity templates.
IBM Connections Cloud: Creating, Importing, & Organizing Files	You can share files or work on them with others in real time using IBM Connections. DiscoverÂ how to create, import, edit, and delete files; use folders to organize files; and locate and share files with other users.
IBM Connections Cloud: Using Communities	You can connect with others concerning a specific theme using communities in IBM Connections. Discover how to create and manage communities, events, activities, surveys, and blogs.
IBM Notes 8.5: Opening & Setting Up the Client	Lotus Notes is a comprehensive and all-inclusive business productivity solution that includes email, scheduling, and contact management. Discover how to open and set up the Lotus Notes client, and familiarize yourself with the interface.
IBM Notes 8.5: Sending & Receiving Emails	Email is one of the components contained in Lotus Notes. Discover how to work with emails, including sending, receiving, saving, and printing, as well as how to create an out-of-office reply.
IBM Notes 8.5: Formatting Emails	Make your Lotus Notes emails more effective and easier to read. Explore various formatting techniques, including how to use styles and templates; add files, tables, images, and lists; and create a signature.
IBM Notes 8.5: Organizing Emails	Improve productivity by managing your Lotus Notes Inbox. Explore ways to organize your emails, including finding, marking, and deleting emails; creating rules; and managing junk email and archives.
IBM Notes 8.5: Contact Tools	Use the contacts list in Lotus Notes to keep track of information about people you deal with often. Discover how to manage contacts, from creating a new contact to printing a contact's information.
IBM Notes 8.5: Calendar Tools	Keep meetings and appointments organized with the Lotus Notes calendar. Discover how to use and customize the calendar, create and modify entries, and add and manage multiple calendars.
IBM Notes 8.5: Configuring the Client	The Lotus Notes client can be customized to suit your preferences. Discover how to configure the client, and explore various elements that can be adjusted to increase productivity.
IBM Notes 9: Setting Up IBM Notes	IBM Notes 9.0 comes complete with a number of different components and applications for collaborating with others. Explore the IBM Notes interface, and discover how to use the Notebook function and manage email accounts.
IBM Notes 9: Sending & Receiving Emails	Explore email basics using IBM Notes 9.0, including sending and receiving emails, sending and saving attachments, delivery options, out-of-office replies, and printing.
IBM Notes 9: Formatting Emails	You can easily change the appearance of emails using IBM Notes 9.0. Discover a number of formatting techniques, including working with text, lists and tables, inserting pictures and objects, and creating a signature and a template.
IBM Notes 9: Organizing Emails	IBM Notes 9.0 makes it easy to manage and organize your emails. Discover how to mark emails, use folders, create rules and automatic labels, handle junk email, and manage archives.
IBM Notes 9: Contact Tools	The IBM Notes 9.0 contacts list makes it easy to manage and organize contacts. Discover how to use this tool to create and manage contacts and contact groups, import and export contacts, and print contact information.
IBM Notes 9: Calendar Tools	Stay organized using the IBM Notes 9.0 calendar. Discover how to configure and use the calendar to create and edit entries, create meetings, repeat events and tasks, and manage multiple calendars.
IBM Notes 9: Configuration	Configure IBM Notes 9.0 to best suit your specific needs. Discover how to activate and customize toolbars, configure client settings, customize the interface and home page, add an RSS feed, and configure regional settings.
IBM Sametime Connect 9: The Sametime Interface	Before you get started, you should take a moment to get to know the IBM Sametime 9 Connect client. Sign-in, set your availability status, and adjust your client display settings to help you focus on what's important to you.
IBM Sametime Connect 9: Using the Chat Tools	Sometimes all it takes is a quick text message to get the information you need. Send instant messages to your contacts, widen the conversation with the group chat options, and share files and announcements to keep everyone in the loop.
IBM Sametime Connect 9: Using the Contact Tools	Keeping your contacts organized and up-to-date can help you find the person or group of people you are looking for. Use IBM Sametime 9 Connect to create data-rich contact files, and use the export tool to back them up for safekeeping.
IBM Sametime Connect 9: Organizing & Hosting Meetings	You can use IBM Sametime 9 Connect to join or host virtual meetings. Invite participants, prepare resources and documents, share your workspace with the room, and even post live polls to get everyone's thoughts on a subject.
IBM Sametime Connect 9: Configuring Sametime Connect	Your IBM Sametime 9 Connect client is highly customizable. Change your client language or time zone, adjust your chat and text proofing options, and change how you are notified of everything that happens when signed in to your account.
IBM Sametime Web Chat 9: Sametime Configuration	Before you get started, you should take a moment to get to know the IBM Sametime 9 Web Chat client. Sign in, set your availability status, and adjust your audio and video settings to make everything is ready to go for your next meeting.
IBM Sametime Web Chat 9: Chatting & Calling	Communicate with your contacts on your terms with IBM Sametime 9 Web Chat's messaging and call tools. Talk one-on-one, organize group chats, and add context to the discussion with attachments, announcements, and screenshots.
IBM Sametime Web Chat 9: Organizing & Hosting Meetings	You can use IBM Sametime 9 Web Chat to join or host virtual meetings. Invite participants, prepare resources and documents, share your workspace with the room, and post live polls to get everyone's thoughts on a subject.
IBM Verse 2016: Sending & Receiving	You can use IBM Verse for your emails with a laptop, desktop, or mobile device. ExploreÂ the IBM Verse interface and available tools, and discoverÂ various ways to handle sending and receiving emails.
IBM Verse 2016: Formatting Emails	IBM Verse makes it easy for you to change the appearance of your emails. Discover formatting techniques, including how to insert images, create a signature, use spell check, and work with text, lists, and tables.
IBM Verse 2016: Organizing Emails	Keeping your emails organized in IBM Verse can make you more productive. Discover how to manage your inbox using folders and filters, mark emails, manage conversations and junk mail, and use the search bar to find specific items.
IBM Verse 2016: Contact & Chat Tools	You can organize your contacts in IBM Verse and use the chat tool to collaborate with them. Discover how to use the contacts section to create, import, and manage your contacts, and how to configure and use the chat function.
IBM Verse 2016: Calendar Tools	The IBM Verse calendar lets you see and work with events to help keep you organized. Discover how to save and reply to invitations, create events and meetings, and print the calendar.
iOS 10: Setting Up & Using your iPad	iOS 10 brings new features and apps to your iPad. Discover how to master your iPad's touch gestures and virtual keyboard, customize your theme, widgets, and notifications, and use your home and lock screens.
iOS 10: Installing & Managing your iPad	The App Store gives you access to a huge number of apps for your iPad. Discover how to find the app you're looking for, download and install it, and manage your device's installed apps.
iOS 10: Using your iPad Communication	iOS 10 for iPad offers a full suite of communication tools. Discover how to manage your address book, send and receive emails, and make Facetime calls with a minimum of fuss.
iOS 10: Using the iPad Notes & Calendar	Keep your life in order with your iPad's notes and calendar tools. Create notes, add events to your calendar, and set up reminders to help you stay organized.
iOS 10: Using Safari for iPad	Surfing the web is easy with Safari for iOS 10. All the tools you need are here, including touch gesture browsing, multi-tab surfing, website favorites, and full in-app Twitter integration.
iOS 10: Listening to Music & Podcasts on your iPad	Whether you want to listen to the newest tunes or catch up on that latest podcast everyone's talking about, iOS 10 has you covered. Browse your music library, create playlists, and download tracks and episodes of your favorite shows.
iOS 10: Getting & Sharing Information With Your iPad	With iOS 10 and Siri, your virtual assistant, all the information you need is at your fingertips. Learn to control your device with your voice, pull up and share information in the blink of an eye, and customize how Siri behaves.
iOS 10: Using the Maps Application	Never be lost again with the Maps application for iOS 10. Get directions wherever you are, pull up data on your surroundings, and save your favorite locations and addresses.
iOS 10: Customizing your iPad Settings	Configuring and customizing your iPad couldn't be easier with the iOS 10 Settings and Control Center. Toggle connectivity features, optimize your device's battery life, and activate accessibility tools to improve your iOS 10 experience.
iOS 10: Using iOS for iPhone	iOS 10 for iPhone offers a different user experience to that on your iPad. Discover new touch gestures, use your cellphone's rich messaging and call tools, and activate tethering to share your mobile data connection with other devices.
iOS 7: Setup & Navigation	iOS 7 is the 7th iteration of Apple's popular mobile operating system. Discover how to setup and navigate iOS 7, including working with the touchscreen and managing notifications.
iOS 7: Installing & Working with iPad Apps	It's easy to install apps on iOS 7 with the use of the App Store. Discover how to install and work with iPad apps, including using Maps, working with itineraries, and configuring social media accounts.
iOS 7: Communication Tools	iOS 7 includes a number of tools that let you communicate with others. Discover how to use these communication tools, including working with email, contacts, and FaceTime.
iOS 7: Notes & Calendar Tools	iOS 7 includes apps that can help you stay organized throughout the day. Discover how to work with notes and calendar tools, including working with events and the clock app.
iOS 7: Safari for iPad	Safari is the web browser that ships with iOS 7.Â Discover how to work with Safari for iPad, including surfing and saving sites and images, using Twitter, and configuring Safari.
iOS 7: Searching & Sharing	iOS 7 includes features that will help improve your search experience and make sharing files easy. Discover how to search and share with iOS 7, including using Siri, the Newsstand, and AirDrop.
iOS 7: Customizing Settings	Personalize iOS 7 for your specific needs. DiscoverÂ how to customize iOS 7 using configuration settings, manage device connectivity, conserve battery life, and adjust accessibility features.
iOS 7: Protecting & Managing Data	It's important you know how to protect your personal data from others. Discover how to protect and manage data with iOS 7, including privacy settings, iCloud configuration, and the iCloud Keychain.
iOS 7: iOS for iPhone	iOS 7 provides support for not only the iPad, but also the iPhone. Discover how to use iOS 7 for the iPhone, including messaging, calls, weather, and reminders.
iOS 9: Setup & Navigation	iOS 9 is the 9th iteration of Apple's popular mobile operating system. Discover how to setup and navigate iOS 9, including working with the touchscreen and managing notifications.
iOS 9: Installing & Working with iPad Apps	Besides the default applications in iOS 9, you can add other apps from the App Store. Discover how to install and work with iPad apps, including managing, organizing, multiple apps, and configuring social media accounts.
iOS 9: Communication Tools	iOS 9 includes a number of tools that let you communicate with others.Â Discover how to use communication tools, including working with email, contacts, and FaceTime.
iOS 9: Notes & Calendar Tools	Want to make sure you don't forget something? iOS 9 has apps to help you stay organized. Discover how to use notes and calendar tools, including formatting and illustrating notes, working with events, and the Clock application.
iOS 9: Safari for iPad	Safari is the web browser that ships with iOS 9. Discover how to use Safari, including browsing and saving sites and images, using Twitter, and configuring Safari.
iOS 9: Camera & Photo Tools	Get the most out of your photos using the camera and photo tools in iOS 9. Discover how to work with slideshows, share and edit photos, and use Photobooth.
iOS 9: Music & Podcasts	The iOS 9 Music app lets you listen to all the music in your library. Discover how to use music and podcasts, including browsing and organizing music, and configuring music settings.
iOS 9: Searching & Sharing	iOS 9 includes a number of features that help you quickly and easily locate specific items. Discover how to search and share with iOS 9, including using Siri, maps, directions, news, and AirDrop.
iOS 9: Customizing Settings	Personalize iOS 9 for your specific needs by discovering how to customize settings with iOS 9, including improving battery life and managing accessibility.
iOS 9: Protecting & Managing Data	It's important you know how to protect your personal data from others. Discover how to protect and manage data, including ensuring privacy, configuring iCloud, and using the iCloud Keychain.
iOS 9: iOS for iPhone	iOS 9 provides support for not only the iPad, but also the iPhone. Discover how to use iOS for the iPhone, including working with messages, making calls, using weather, reminders, and settings.
Mac OS Sierra: Navigating the Environment	Just starting with macOS Sierra? Discover how to use and organize the Dock, Dashboard, and Desktops, and learn how to access and view system information.
Mac OS Sierra: Using the Finder	The Finder is an application that allows you to access and open any file on your Mac. Discover how to work with the Finder, and manage multiple windows, and use tags and different display modes.
Mac OS Sierra: Installing & Using Apps	There are a number of ways to access an application on macOS Sierra. DiscoverÂ how to work with a number of different applications; find, open, and close applications; and download, install, and update applications.
Mac OS Sierra: Setting & Managing	Need to remember an event, task, or future appointment? DiscoverÂ how to use the Notes and Reminders apps on macOS Sierra to help you stay organized.
Mac OS Sierra: Accessing & Managing Files	Good file management is important to keeping your documents organized. ExploreÂ methods for managing your files and documents on macOS Sierra, and discover how to protect and back up documents and your Mac.
Mac OS Sierra: Using Siri & Search	Need to locate a document or app on macOS Sierra? Discover how to use Siri, Apple's virtual assistant, to open apps and perform tasks, and learn how to use and configure Spotlight Search to find files.

Title	Description
Mac OS Sierra: Managing User Accounts	When multiple users share a device, each user should have their own account. Discover how to add, edit, and manage user accounts on macOS Sierra, as well as how to configure parental controls.
Mac OS Sierra: Protecting User Data	Securing personal data is always an important consideration. Discover how to use the Keychain application on macOS Sierra to manage and protect your passwords, and use FileVault and a firewall to add additional protection.
Mac OS Sierra: Customizing Appearance	There are a number of customizations you can perform on macOS Sierra. Discover how to modify the interface, icons, and background; adjust the time, date, screen saver, and language; and set visual accessibility settings.
Mac OS Sierra: Monitoring, Configuring, & Optimizing	You can configure a number of settings to make your Mac your own. Discover how to configure a trackpad and a keyboard, monitor activity, and optimize hard drive space.
Mac OS Sierra: Configuring Network & Share Settings	It is very rare that a computer is not connected to the Internet or another computer. Discover how to configure Internet settings, share files and devices, and access or control another Mac.
MindManager 2016: Working with the Interface	Get started using MindManager. Explore the MindManager interface, and discover how to navigate and search a document, configure the display and interface, use keyboard shortcuts and customize editing options.
MindManager 2016: Creating, Saving & Exporting Documents	Discover how to manage documents in MindManager. Learn how to apply password protection, use comments and track changes, and look at various ways to export mind maps.
MindManager 2016: Adding Text to Mind	Discover how to enter text in your mind map, use spell check and autocorrect, insert selection menus, and format the text font and style.
MindManager 2016: Illustrating Mind Maps	You can make your mind maps more engaging by adding images to them. Discover how to insert and manage images, work with hyperlinks, add attachments, and create custom icons.
MindManager 2016: Adding Tables, Charts, & Data to Mind Maps	Need to add data to your mind map? Discover how to work with spreadsheets and charts, import a database, make an RSS feed map, and work with Outlook elements in MindManager.
MindManager 2016: Adding Markers & Tags to Mind Maps	Easily locate important topics in your mind maps. Discover how to work with tags and markers, including using the Element Index feature and filtering elements in MindManager.
MindManager 2016: Using the Project Management Tools	MindManager includes a number of tools to help you manage your project. Learn how to work with tasks and alerts, use the GANNT feature to view and edit your project, and use the Analysis mode to help make decisions regarding your project.
MindManager 2016: Using Topics in Mind	Discover how to add, select, move, copy, and paste topics in your mind map. Also, learn how to format, style, and organize topics to help clarify your presentation.
MindManager 2016: Formatting Mind	MindManager includes a number of tools for formatting your mind maps. Discover how to change colors, apply styles, work with themes, insert links, and add borders and connectors between topics.
MindManager 2016: Presenting Mind Maps	Need to present your mind map? Discover how to print slides of your mind map, export the slides to PowerPoint, add notes and a timer, and use the Walk Through mode in MindManager to make showing your presentation more efficient.
Microsoft Office 365 Delve: Using Boards to Organize Documents	You use the board feature in Delve to group and organize documents. Discover how to create and work with boards, including adding documents, sharing boards, and viewing boards from your contacts.
Microsoft Excel 2016 for Mac: Opening and Setting Up Excel	Get started with Excel 2016 for Mac, and explore the interface. Discover tools, the zoom function, view modes, and how to navigate between multiple documents.
Microsoft Excel 2016 for Mac: Creating, Saving, and Sharing Workbooks	There are numerous ways to set up a document in Excel. Discover how to create, save, print, and manage documents; edit document properties; work with the protection settings; and share documents via email and OneDrive.
Microsoft Excel 2016 for Mac: Manipulating Data	It's possible to manually edit data in Excel; however, this can become tedious, especially with a lot of data. Work smarter, not harder, by exploring various methods for efficiently and effectively inserting and manipulating data in Excel.
Microsoft Excel 2016 for Mac: Formatting Data	You can make your data more meaningful by changing its appearance in the spreadsheet. Learn how to set the data type, format your data using colors and themes, work with tables and titles, and insert borders in your Excel spreadsheet.
Microsoft Excel 2016 for Mac: Custom and Conditional Formatting	In addition to the formats built into Excel, you can also use custom formats. Learn to create and use custom date, time, number, and text formats, and work with the conditional formatting tools in Excel.
Microsoft Excel 2016 for Mac: Illustrating Documents	There are numerous elements you can add to improve the appearance of your Excel documents. Discover how to work with images, photos, screenshots, shapes, and diagrams; insert a hyperlink; and use the Smart Lookup tool.
Microsoft Excel 2016 for Mac: Finding, Sorting, and Filtering Data	In large spreadsheets, it is not always easy to locate the data you need. Discover the tools in Excel to find, replace, sort, and filter data. Also, learn how to create an outline, freeze panes, and hide duplicate values.
Microsoft Excel 2016 for Mac: Working with Formulas	Excel includes tools and formulas for solving more advanced problems. Discover how to calculate loan interest, use the Goal Seek and Solver tools, and handle duplicate values in your spreadsheet.
Microsoft Excel 2016 for Mac: Charts and Graphs	Using charts is an effective way to present data in your Excel spreadsheet. Learn how to insert, format, and customize different chart types in Excel, and how to insert and work with trendlines.
Microsoft Excel 2016 for Mac: Pivot Tables	A PivotTable is one of the most powerful and intimidating features in Excel. Learn how to get the most out of a PivotTable to help you summarize and extract information from your data.
Microsoft Excel 2016 for Mac: Extracting Information with Formulas	Excel includes a number of formulas for extracting information from data. Discover how to use a number of these formulas, including MAX, MIN, LARGE, SMALL, CONCAT, and VLOOKUP.
Microsoft Excel 2016 for Mac: Configuring	Excel 2016 for Mac is a highly customizable application. Learn how to customize the interface, view settings, input options, ribbon, and Quick Access toolbar, and how to install and manage add-ins.
Microsoft Excel 2016 for iPad: Using	Get the most out of Excel for iPad. Discover the interface, and learn where to locate tools, how to create, open, manage, save, and print workbooks, and convert file formats.
Microsoft Excel 2016 for iPad: Inserting and Manipulating Data	A spreadsheet without data is of little use. Discover how to work with data and other elements in Excel for iPad, including copying or moving data, undoing and redoing actions, freezing panes, and adding and modifying images.
Microsoft Excel 2016 for iPad: Formatting Data	To get the most out of your data, it must be accurate and easy to read. Discover data formatting techniques in Excel for iPad, including how to set a cell's format, align data, use colors and styles, and insert borders and hyperlinks.
Microsoft Excel 2016 for iPad: Visualizing Data in Tables and Charts	You can make your data in Excel for iPad easier to read and analyze using tables and charts. Learn how to create and modify tables and PivotTables, sort and filter data, and insert and format charts.
Microsoft Excel 2016 for iPad: Using Collaboration Tools	Excel for iPad makes it easy for others to collaborate with you on your documents. Learn how to share your documents using email or a cloud service, and how to add comments and annotations to your worksheets.
Microsoft Excel 2016 for iPhone: Using Workbooks	Get the most out of Excel for iPhone. Discover the interface, and learn where to locate tools, how to create, open, manage, save, and print workbooks, and convert file formats.
Microsoft Excel 2016 for iPhone: Inserting and Manipulating Data	A spreadsheet without data is of little use. Discover how to work with data and other Excel elements on your iPhone screen, including copying, moving and formatting data, undoing and redoing actions, and inserting functions.
Microsoft Excel 2016 for iPhone: Inserting Tables and Illustrations	You can add a variety of different objects to your Excel workbook. Charts and tables help you analyze and visualize your data, while images, shapes, and hyperlinks allow you to illustrate and enrich your documents.
Microsoft Excel 2016 for iPhone: Using Collaboration Tools	Excel for iPhone makes it easy for others to collaborate with you on your documents. Learn how to share your documents using email or a cloud service, and how to add comments and annotations to your worksheets.
Microsoft OneNote 2016 for Mac: Creating and Opening Notebooks	To begin taking notes in OneNote 2016 for Mac, you will need to create a new notebook or open one that you have previously worked on. Discover how to create notebooks, navigate within the application, and search and print your notes.
Microsoft OneNote 2016 for Mac: Working with Notebooks	Knowing how your notebook is structured is essential to using OneNote 2016 for Mac successfully. Explore how notebooks are organized into sections, groups, and pages, giving you complete control over document structure.
Microsoft OneNote 2016 for Mac: Creating Notes	Creating notes in OneNote 2016 for Mac couldn't be easier. Open your notebook, and start typing. Make your notes stand out with OneNote's rich formatting tools, and create handwritten notes with intuitive annotation and stylus tools.
Microsoft OneNote 2016 for Mac: Illustrating Notes	In OneNote 2016 for Mac, you can create media-rich notebooks complete with images, tables, and equations. Discover how to save web content, and create audio files with the integrated sound recorder.
Microsoft OneNote 2016 for Mac: Protecting and Sharing Notebooks	Notebooks in OneNote 2016 for Mac can be group efforts, allowing you to work on projects with your colleagues and friends. Discover how to prepare and protect notebooks, and email them as an attachment or share via OneDrive.
Microsoft OneNote 2016 for Mac: Configuring the Application	Make OneNote 2016 for Mac your own by customizing the application interface, notebook display options, and save locations. Discover how to set up notifications to keep track of changes made to your notebooks as they are made.
Microsoft Office Online OneDrive: Sign-in and Setup	OneDrive is Microsoft's cloud-based file storage solution. Discover how to sign in and configure OneDrive, and explore the interface and available tools.
Microsoft Office Online OneDrive: Storage Services	OneDrive provides the ease of storing files that are accessible from any device. Discover storage services, including how to create, edit, import, and export files, manage multimedia files, and share and publish files.
Microsoft Office Online OneDrive: File Organization	The files you've stored on OneDrive can be organized and arranged in different ways. Discover how to utilize folders to help you organize your documents with OneDrive.
Microsoft Office Online OneDrive: OneDrive for iOS	The main tools and functions found in OneDrive are also available in the iOS app. Explore OneDrive for iOS, including how to import, organize, and share files.
Microsoft Outlook for Web: Getting Started	Get started with Outlook Mail, and explore the interface. Discover how to create an account and edit your profile, customize the interface, use keyboard shortcuts, and configure the message display settings.
Microsoft Outlook for Web: Sending and Receiving Email	Learn how to work with email in Outlook Mail. Discover how to read, send, save, and print emails and attachments; respond to and forward emails; create an out-of-office message; and send and save files via OneDrive.
Microsoft Outlook for Web: Formatting Email	Outlook Mail offers a number of formatting features that can be applied to your emails. Discover how to work with text font and color, insert images and links, use bullet points and spell check, and manage signatures.
Microsoft Outlook for Web: Organizing	It is important to keep your emails organized. Discover how to sort, search for, flag, and delete emails; use folders; manage emails from a specific contact; and handle spam email in Outlook Mail.
Microsoft Outlook for Web: Contact Tools	To get the most out of Outlook Mail, you need to know how to use the Address Book interface. Discover how to add, link, and import contacts, and create contact groups in Outlook People.
Microsoft Outlook for Web: Calendar Tools	Work with the calendar in Outlook Mail. Discover how to create, edit, and delete events and meetings. Also, learn how to create, edit, delete, import, and share a calendar.
Microsoft Outlook for Web: Configuring the App	You can configure Outlook Mail to meet your own needs. Learn how to download and install add-ins for additional functionality, create additional email addresses, forward emails to other accounts, and manage your storage space.
Microsoft Outlook 2016 for Mac: Opening and Setting Up the Client	To get started in Outlook 2016 for Mac, you will need an email account. Fill out your credentials and Outlook will take care of the rest, letting you focus on getting to know the client.
Microsoft Outlook 2016 for Mac: Sending and Receiving Email	Once your account is installed in Outlook 2016 for Mac, you will be ready to start receiving and sending emails. Learn how to reply to and forward messages, and use the attachment tools to create a conversation.
Microsoft Outlook 2016 for Mac: Formatting Email	Control every aspect of your email's appearance with Outlook 2016 for Mac's formatting tools. Use color and effects to make your text more readable, and insert links, images, and signatures to add context and visual impact to your email.
Microsoft Outlook 2016 for Mac: Organizing Email	Cut through the noise, and flag, mark, and categorize your emails to stay on top of your workload. Use folders and custom rules to organize your inbox, and search, sort, and filter to find the messages you are looking for easily.
Microsoft Outlook 2016 for Mac: Using the Contact Tools	Keeping your contacts organized can help you find the person or group you are looking for. Use Outlook 2016 for Mac to create data-rich contact files, organize them into groups, and export them for use in other applications.
Microsoft Outlook 2016 for Mac: Using the Calendar Tools	Bring some order to your life with Outlook 2016's calendar and task tools. Create new events and tasks, organize meetings with your contacts, and get intelligent appointment suggestions from Office 365 straight from your emails.
Microsoft Outlook 2016 for Mac: Configuring the Client	Every aspect of your Outlook 2016 client can be customized. Configure your default account settings, add multiple addresses to put all your conversations in one place, and create data backups to protect what's important to you.
Microsoft PowerPoint 2016 for Mac: Configuring PowerPoint	Before getting started with PowerPoint 2016 for Mac, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your presentation.

Microsoft PowerPoint 2016 for Mac: Building and Structuring a Presentation	Build your slide deck from scratch, or use themes and templates to get a head start. Import slides from existing files, create sections and custom layouts, and use the Master view to dig into your presentation's underlying structure.
Microsoft PowerPoint 2016 for Mac: Inserting and Manipulating Text	Adding text to your presentation is easy with PowerPoint 2016's intuitive text tools. Learn how to insert text boxes and special characters, proofread your slides, and use the search tools to find and replace items in your presentation.
Microsoft PowerPoint 2016 for Mac: Formatting your Presentation	Control every aspect of your presentation's appearance and structure with PowerPoint 2016 for Mac's formatting tools. Use color, effects, and spacing tools to quickly transform your slides and make your presentation more readable.
Microsoft PowerPoint 2016 for Mac: Illustrating your Presentation	Give your slideshows some visual flair with PowerPoint 2016 for Mac's illustration tools. Insert images and videos, design equations and data tables, and create hyperlinks and bookmarks to bring in other sources of information.
Microsoft PowerPoint 2016 for Mac: Creating Graphics & Diagrams in Your	With PowerPoint 2016's graphics tools, you can create charts and diagrams to add visual impact to your presentations. Learn how to build diagrams, insert customizable SmartArt graphics, and transform your data using different chart types.
Microsoft PowerPoint 2016 for Mac: Organizing your Presentation Assets	With everything in its right place, your slideshow will become clearer and more focused. Use the move, group, and arrange tools to organize the assets in your presentation, and take advantage of the clipboard to reuse items elsewhere.
Microsoft PowerPoint 2016 for Mac: Adding Animation to your Presentation	Make your slideshow more dynamic with PowerPoint 2016's animation and transition tools. Insert basic and custom animations to add movement to your presentation assets, and use transitions to move seamlessly from one slide to another.
Microsoft PowerPoint 2016 for Mac: Preparing and Delivering your Slideshow	With slideshows, it's all about the delivery. With PowerPoint 2016's suite of presentation tools, you can guide your audience through your slides, draw attention to specific points of interest, and create custom automated slideshows.
Microsoft PowerPoint 2016 for iPad: Building Presentations	Bring your presentations to life. Explore design customization, inserting and moving slides, inserting text, and copying and pasting.
Microsoft PowerPoint 2016 for iPad: Formatting Presentations	Presentations are more effective when having visual impact. Explore the ways you can polish your presentation, from working with color and fill effects to text alignment and lists.
Microsoft PowerPoint 2016 for iPad: Illustrating Presentations	A picture speaks a thousand words, but why stop there? Explore the graphic elements of PowerPoint, including working with tables and diagrams; manipulating images; using filters; and adding hyperlinks, videos, and charts.
Microsoft PowerPoint 2016 for iPad: Preparing and Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. Discover how to prepare and deliver your slideshow, including working with notes, Slide Show mode, and Presenter tools.
Microsoft Sharepoint 2016 for iOS: Signing in and Navigating	Microsoft SharePoint is a powerful collaboration and document management tool. Discover how to sign in and out, add accounts, navigate the interface, perform searches, work with documents, and use lists.
Microsoft Sharepoint 2016 for iOS: Collaborating	SharePoint is all about collaboration, meaning your teams can work collectively to achieve better efficiency. Explore team sites, sharing items, using groups, and how to contact colleagues.
Microsoft Sharepoint 2016 for iOS: Blogging	Blogs allow teams to share thoughts and transfer knowledge. Explore SharePoint blogs, and discover how to navigate the interface, publish and manage posts, and manage comments and categories.
Skype for Business 2016: Getting Started	With Skype for Business, you can collaborate and hold meetings or large teleconferences. Explore the application and its interface, and discover how to add, remove, and organize contacts, and manage alerts and privacy settings.
Skype for Business 2016: Chatting and	In Skype for Business, you can chat with other Skype users via instant messaging (IM). Discover how to use IM, participate in group chats, make voice and videos calls, and adjust audio and video settings.
Skype for Business 2016: Organizing and Hosting Meetings	Meet and collaborate with others using Skype for Business. Discover how to organize and host meetings, join a scheduled conference call, and manage group call participants.
Skype for Business 2016: Meeting Tools	Skype for Business includes a number of tools for collaborating with others. Learn how to share documents, deliver a PowerPoint presentation, use the whiteboard, conduct a poll, and more.
Skype for iOS	Discover Skype for iOS! Learn how to sign in and manage your status and profile, configure application settings, make voice and video calls, share files, call mobile and landline phones, and manage your contacts and notifications.
Microsoft Office 365 Teams: Sign-in and	Microsoft Teams is a chat-based workspace designed for collaboration and teamwork. Discover how to sign in and get set up with Teams.
Microsoft Office 365 Teams: Teams and Channels	The first step in using Microsoft Teams is to create a team. Discover how to create a team and channels, configure team settings, manage team members, and add bots and connectors.
Microsoft Office 365 Teams: Conversation	Collaborate with other team members using conversations. Discover how to use conversation tools in Teams, including sending and formatting messages, creating lists, and managing conversations.
Microsoft Office 365 Teams: Creating, Finding, and Sharing Information	To work effectively as a team, you must be able to share information. Discover how to search for a specific message, share files, manage files and folders, create tabs, and collaborate on a document using Microsoft Teams.
Microsoft Office 365 Teams: Call and Meeting Tools	Use Microsoft Teams to call other team members. Discover how to make both audio and video calls, as well as how to schedule, participate in, and manage meetings.
Microsoft Word 2016 for Mac: Opening and Setting Up	Before getting started with Word 2016 for Mac, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your workspace.
Microsoft Word 2016 for Mac: Creating, Opening, and Saving Documents	Creating, saving, and opening documents are central to your user experience in Word 2016 for Mac. Learn how to create files, how to save them, and how to optimize your documents with accessibility and protection tools.
Microsoft Word 2016 for Mac: Editing Documents	Typing, manipulating, and checking your text is made easy with Word 2016's intuitive and efficient text tools. Discover how to build out your document more quickly with special characters, advanced data fields, and AutoCorrect.
Microsoft Word 2016 for Mac: Formatting Documents	Control every aspect of text appearance and structure with Word 2016 for Mac's formatting tools. Use color, effects, and intuitive alignment tools to quickly transform your text and make your document more readable.
Microsoft Word 2016 for Mac: Shaping and Structuring Documents	Shaping and structuring your text properly makes your document more readable. Use sections, headers, and cover pages to set out your ideas clearly, and advanced reference tools to help your reader find the information they need.
Microsoft Word 2016 for Mac: Using the Find and Replace Tool	Whether you are looking for a word or phrase, Word 2016 for Mac has the tool for you. Perform simple searches, use wildcards to widen the scope, and define replacement text to quickly make changes to your document.
Microsoft Word 2016 for Mac: Illustrating Documents	Sometimes images and illustrations say it better than text. With Word 2016 for Mac, you can insert images and videos from online and local locations, build complex, custom equations, and create hyperlinks to other sources of information.
Microsoft Word 2016 for Mac: Using Table Tools	Bring structure to your technical data with Word 2016 for Mac's table tools. Insert new entries, columns, or rows on the fly; apply formatting to make values stand out; and manipulate your data with the sort, filter, and calculation tools.
Microsoft Word 2016 for Mac: Creating Graphics and Diagrams	With Word 2016 for Mac's graphics tools, you can create charts and diagrams to add visual impact to your documents. Learn how to build diagrams, insert customizable SmartArt graphics, and transform your data using different chart types.
Microsoft Word 2016 for Mac: Using Research Tools	Word 2016 for Mac gives you a suite of research tools to enrich your documents. Organize your citations and sources, use the dictionaries to check your document, and pull information directly from the web via the Smart Lookup tool.
Microsoft Word 2016 for Mac: Creating Forms and Bulk Mailings	With Word 2016 for Mac's forms and mailings tools, you can collect, process, and re-use data in a variety of different ways. Build data collection forms, import mailing lists, and create mail merge documents in a matter of minutes.
Microsoft Word 2016 for Mac: Using Sharing and Collaboration Tools	Collaboration is made easy in Word 2016 for Mac. Share your document via email, upload your document to your OneDrive storage space, and use the comment and change tracking tools to keep on top of any modifications made to your files.
Microsoft Word 2016 for Mac: Configuring the Application	Every aspect of your Word 2016 for Mac application, from interface and language to input and save options, can be customized. If these default settings aren't enough, you can even install new tools and services via the add-in store.
Microsoft Word 2016 for iPad: Creating, Opening, and Saving Documents	To get the most out of Word for iPad, you need to understand the interface and how to access the tools. Explore the interface and ribbon, discover how to add a cloud service, and learn how to create, open, save, and print a document.
Microsoft Word 2016 for iPad: Editing Documents	There are numerous techniques that can be used to edit Word for iPad documents. Discover how to select, copy, move, and cut and paste text; use the search, find, and replace tools; and perform a word count and spell check.
Microsoft Word 2016 for iPad: Formatting Documents	Add visual impact to Word for iPad documents. Discover how to work with the font, color, style, and alignment of text; create columns and bullet points; and use tab stops.
Microsoft Word 2016 for iPad: Shaping and Structuring Documents	There are a number of features in Word for iPad to help make longer documents easier to work with. Discover how to add page numbers and footnotes, insert headers and footers, and work with sections.
Microsoft Word 2016 for iPad: Adding Graphics to Documents	Reinforce concepts or grab a reader's attention by making Word for iPad documents more visually appealing. Discover how to insert and work with images, tables, charts, diagrams, and hyperlinks.
Microsoft Word 2016 for iPad: Using Collaboration Tools	Word for iPad lets you share and collaborate with others on the same document. Discover how to send and open a document via email, add annotations and comments, and use the track changes tool.
Windows 8.1: Navigating & Setting Up a Windows Mobile Device	Just starting with Windows Phone? Discover how to navigate and manage items and tools, use the keyboard, manage notifications, adjust your Windows theme and display settings, and set a lock screen to secure your phone.
Windows 8.1: Installing & Managing Windows Mobile Apps	You will most likely want to add apps in addition to the ones that come with Windows Phone. Discover how to use the Windows Store to locate and download apps, and organize apps to make them easier to access.
Windows 8.1: Email Tools	Access your emails using Windows Phone. Discover how to add an email account; configure your mailbox; send, receive, and manage emails; and use the People app to add and manage contacts.
Windows 8.1: Calendar Tools	The Calendar app in Windows Phone can help you keep organized. Discover how to add, edit, view, and delete events; customize the app's settings, and set alarms or reminders.
Windows 8.1: Internet Explorer on a Mobile Device	The default browser on Windows Phone is Internet Explorer (IE). Learn to use the IE browser, including how to use tabs to browse multiple sites, save favorite sites and online images, and configure IE to your personal preferences.
Windows 8.1: Camera & Photo Tools	Your Windows Phone device has a camera with its own application. Learn to use the camera, including how to manage your camera's settings; use the Photos app to edit pictures; and record, watch, and organize videos.
Windows 8.1: Listening to Music	You can listen to music on your Windows Phone device using the Xbox Music app. Discover how to use Xbox Music to play and manage your music collection, work with playlists, and customize the app's settings.
Windows 8.1: Retrieving & Sharing	Discover how to work with information on your Windows Phone device. Explore various methods for performing a search, and discover how to use the personal assistant, Cortana.
Windows 8.1: The Maps Application	Let the Windows Phone Maps app help get you there. Discover how to use and configure the Maps app, change view options, get directions, and save locations to your favorites.
Windows 8.1: Customizing a Windows Mobile Device	There are several settings available in Windows Phone for customizing your device. Discover how to change device and user settings, set the date and time, change connection settings, implement security, and use battery saver mode.
Office 365 Yammer: Setting Up	Yammer enables company-wide collaboration with other users and teams. Explore the interface, and discover how to create and edit your profile, add and manage contacts, and use the search tool.
Office 365 Yammer: Posting & Reacting to Status Updates	One of the main features of Yammer is being able to post updates to the network. Discover how to post, work with and save updates, set up polls, and organize Yammer feeds.
Office 365 Yammer: Using Groups	A group in Yammer is used to centralize subject-specific discussions. Discover how to use groups, including joining a group; navigating between multiple groups; and creating, managing, and moderating a group.
Office 365 Yammer: Collaborating & Communicating	Yammer makes it easy to collaborate and communicate with others. Learn how to use the chat feature, manage messages in your Yammer inbox, share and work with others on documents, and create and share notes.
Office 365 Yammer: Configuring Networks	Your Yammer network can be available outside of your company. Discover how to add a Yammer feed on your web site and create an external account to interact with other networks. Also, learn how to add and use other available Yammer apps.
Microsoft Office 365 Groups: Group Communication	Use Office 365 Groups to communicate with your teammates. Discover how to work with and manage messages, including viewing, sending, formatting, and replying to messages.
Microsoft Office 365 Groups: Group Calendar Management	Be aware of upcoming tasks, events, and meetings using the calendar in Office 365 Groups. Discover how to manage group calendars, including creating events and inviting participants.

Microsoft Office 365 Groups: Group Applications	Get more out of Office 365 Groups by integrating additional applications. Discover how to use the group notebook, connect an RSS feed or Twitter account, and use Planner and SharePoint to help manage projects.
Microsoft Outlook 2016 for iPad: Sign-in and Setup	Get started with Outlook Web App (OWA) for iPad. Learn how to sign in and navigate the app, configure your account settings, receive email from other accounts, and forward emails to different inboxes.
Microsoft Outlook 2016 for iPad: Working with Email	Learn how to work with emails in OWA. Discover how to read, send, and save emails and attachments; respond to and forward emails; work with attachments; create an out-of-office reply; and manage signatures and contacts.
Microsoft Outlook 2016 for iPad: Organizing Email	It is important to keep your emails organized. Discover how to sort, search for, flag, and delete emails; use folders; manage conversations and junk mail; and configure your message settings and display in Outlook Mail.
Microsoft Outlook 2016 for iPad: Calendar	Learn how to work with the calendar in OWA. Discover how to use the calendar to create and work with events, organize meetings, share your calendar with others, and adjust your calendar settings.
Pocket for Web: Storing & Sharing Articles	Pocket lets you save an article or web page to read offline at a later time. Explore Pocket, and discover how to create and manage an account; save, read, mark, tag, and share articles; and customize your Pocket web app settings.
Prezi Classic: Sign-in & Setup	Just starting with Prezi? Learn how to create and edit a Prezi account, access Prezi, explore the interface and Edit mode, learn to navigate the program, and examine some of the built-in keyboard shortcuts.
Prezi Classic: Building Presentations	Build a presentation with Prezi. Discover how to create and open a presentation; import a PowerPoint presentation; use built-in presentations; work with frames, layouts, and text; and change the order of steps in a presentation path.
Prezi Classic: Saving & Managing	Manage and show off your prezis. Discover how to export presentations or save them as a PDF file, use folders to keep them sorted, share them with others, and publish to a website or blog.
Prezi Classic: Formatting Presentations	There are a number of ways to make presentations stand out. Explore various formatting techniques, including how to customize text; insert and edit images; add symbols, shapes, and multimedia; import files, and work with themes.
Prezi Classic: Preparing & Delivering	Presentation delivery is as important as the prezi itself. Discover how to present your prezi locally using Present mode, present it remotely, and use animations and transitions.
Salesforce Lightning: Sign-in & Setup	Get acquainted with Salesforce Lightning. Discover how to sign in to your account, navigate and customize the interface, edit your personal information, link with your Twitter account, and create a new list view.
Salesforce Lightning: Leads, Opportunities, & Accounts	To get the most out of Salesforce, you must be able to work with leads, accounts, and opportunities. Explore these concepts, and discover how to create, edit, and manage them in Salesforce.
Salesforce Lightning: Keeping Track of	Salesforce Lightning makes it easy for you to stay organized. Discover how to create and manage tasks and events; work with the calendar; and create, edit, and delete dashboards.
Salesforce Lightning: Contact Management & Communication	To be successful, you need to keep your contacts in good order. Discover how to create, update, and manage contacts; send emails via Salesforce; and create, edit, and use email templates.
Salesforce Lightning: Managing Sales Data	Properly managing sales data is vital to making a profit. Discover how to use Salesforce to create reports; manage leads; import leads, accounts, and contacts; export data; and delete records.
Scoop.it for Web: Sign-in & Setup	Get started with Scoop.it. Discover how to create and configure your account, edit your profile, navigate the interface, browse the community, add social media channels, and customize your notifications.
Scoop.it for Web: Finding & Curating Topics	A topic is the subject you want to curate and publish content about. Discover how to work with topics in Scoop.it, including finding and following topics, creating and editing a curated topic, and curating and customizing a topic.
Scoop.it for Web: Creating & Using Scoops	In Scoop.it, a scoop is relevant content regarding a specific topic or theme. Discover how to create, edit, schedule, and embed scoops; upload a document; and react to and share a scoop.
Salesforce Chatter: Sign-in & Profile Tools	Explore Chatter, and discover how to navigate the interface, edit your profile, manage email notifications, and view a user's profile.
Salesforce Chatter: Status Updates	Chatter allows members of a company to easily post status updates and share information. Learn how to post and organize status updates, comment on and share status updates, and follow a post.
Salesforce Chatter: Sharing Information	Make use of Chatter's collaboration features to effectively work with a team. Discover how to post a survey, share a link or file, and access shared files. Also, explore joining, creating, and managing a group.
Salesforce Chatter: Communicating with Other Users	Quickly and easily communicate with colleagues using Chatter's chat feature. Discover how to send private messages, use the instant messenger, initiate a chat, chat with multiple users, and manage chat settings.
Salesforce Chatter for Lightning: Sign-in & Profile Tools	Chatter connects enterprise users with each other and helps them collaborate as they need. Learn about using Chatter, editing your profile, managing email notifications, and viewing a user's profile.
Salesforce Chatter for Lightning: Status	Explore some of Chatter's key features by learning how to post and organize status updates, log activities, post updates from a Salesforce item, comment on status updates, and follow posts.
Salesforce Chatter for Lightning: Sharing Information	Make the most of Chatter's collaboration features by learning how to share files, access shared files, and post a poll. In addition, explore joining, creating, and managing a group.
Slack 2016: Signing in & Setting Up	Slack is a supercharged collaboration platform that empowers organizations. Discover how to sign in, edit your profile, manage availability, and invite and manage team members.
Slack 2016: Using Channels	One of Slack's most important features is channels, which allow you to create team collaboration environments. Discover how to create channels, join channels, post to channels, and adjust conversation displays.
Slack 2016: Private Messaging & Communication Tools	Slack breaks barriers and empowers organizations to communicate globally or privately. Explore Slack's private messaging, including message formatting, reactions, interaction management, and calling contacts.
Slack 2016: Creating, Finding, & Sharing Information	Slack's collaboration functionality extends well beyond text messaging. Discover how to attach files, share items, create posts and snippets, get web information, search for items, and perform advanced searches.
Slack 2016: Configuring Slack	Slack is a great collaboration tool that you can configure to suit your needs. Explore Slackbot, slash commands, working with Google calendar, customizing notifications, changing themes, and managing integrated services.
Microsoft Office Sway for Web: Signing in and Creating Presentations	The Sway web app can be used to easily create and share presentations, reports, newsletters, and more. Explore Sway, and discover how to import a PowerPoint presentation and create a copy of an existing presentation.
Microsoft Office Sway for Web: Building Presentations	Build and enhance presentations with the Sway web app. Discover how to make title and text cards; insert elements, such as images, videos, and charts; use themes; group cards; and add headings to Sway presentations.
Microsoft Office Sway for Web: Delivering and Publishing Presentations	Ready to delivery your Sway web app presentation? Discover how to use different layouts and presentation mode; generate links to your presentation; and publish it to a blog, web site, or social network.
Microsoft Office Sway for iOS	Want to use the Sway app for iOS? Discover how to sign in and out, create a new presentation, work with title and text cards, insert images and photos, group cards, use themes and layouts, and share your presentations.
Tumblr for Web: Getting Started with Blogs	Want to create a blog using Tumblr? Explore Tumblr, and discover how to edit your profile and account settings, subscribe to and manage blogs and users, create private blogs, and work with the dashboard.
Tumblr for Web: Blog Authoring Tools	Create and customize a Tumblr blog using various authoring tools. Discover how to create a post; work with text, images, videos, and audio; use themes and layouts; and add a new page to a blog.
Tumblr for Web: Finding Blogs	Looking for blogs or posts about a specific topic in Tumblr? Discover how to use keywords and hashtags, work with the search tool, find and chat with contacts, and share a blog.
Tumblr for Android	The Tumblr app for Android lets you access Tumblr directly from your mobile device. Explore the interface, and discover how to edit your profile; post text, images, and videos; and manage subscriptions and notifications.
Tumblr for iOS	The iOS Tumblr app lets you access Tumblr directly from your iPad or iPhone. Explore the interface, and discover how to edit your profile; post text, images, and videos; and manage subscriptions and notifications.
Trello: Sign-in & Setup	Trello is a web-based project management collaboration tool. Explore Trello, and discover how to work with boards and lists, manage notifications, and configure account and security settings.
Trello: Creating Teams & Boards	Discover how to work with others on a project. Learn how to create a team and manage its settings, create and organize boards, create lists, and manage members of a board in Trello.
Trello: Managing Cards	In Trello, cards are used to add details to a list. Discover how to manage cards, including adding and organizing cards, adding attachments and links, working with comments, and creating a checklist.
Trello: Finding & Sharing Information	To collaborate on a project, people must be able to locate and share information. Learn how to search for items in Trello, view activity, share information, and create content using email or your Slack account.
Microsoft Windows 10 Mobile: Windows Mobile Devices	Windows 10 Mobile combines the functionality and familiarity of Windows 10 with an intuitive touch interface. Discover how to master your device's touch gestures, customize your theme and notifications, and use your home and lock screens.
Microsoft Windows 10 Mobile: Managing Windows Mobile Apps	The Windows Store gives you access to a huge number of apps. Discover how to find the app you're looking for, download and install it, and manage installed apps.
Microsoft Windows 10 Mobile: Email and Communication Tools	Stay in touch with your contacts thanks to your Windows device's suite of communication tools. Discover how to manage your address book, send and receive emails, and make calls with ease.
Microsoft Windows 10 Mobile: Calendar	Keep on top of your schedule with the Windows 10 Mobile calendar and reminder tools. Discover how to create appointments, manage meetings, and set reminders to help stay organized.
Microsoft Windows 10 Mobile: Microsoft Edge on Mobile Devices	Surfing the web is easy with Microsoft Edge for Windows 10 Mobile. All of the tools needed are here, including touch gesture browsing, multi-tab surfing, and website favorites.
Microsoft Windows 10 Mobile: Camera and Photo Tools	Windows 10 Mobile's Camera and Photos apps give you powerful photo and video editing capabilities in the palm of your hand. Create and share photos easily, and even use your camera to translate signs and text from one language to another.
Microsoft Windows 10 Mobile: Listening to Music	The Groove Music app on Windows 10 Mobile provides you with all of your device's music at the touch of a button. Discover how to browse and play your collection, create playlists, and customize your music playback.
Microsoft Windows 10 Mobile: Getting and Sharing Information	With Windows 10 Mobile and Cortana, your virtual assistant, all of the information you need is at your fingertips. Learn to control your device with your voice, pull up information in the blink of an eye, and customize how Cortana behaves.
Introduction to Web Accessibility	Web accessibility is a must in today's world. Discover why web accessibility is important. Explore the types of disabilities that need to be addressed, as well as the different kinds of assistive technology.
OSs, Regulations, & Laws	Accessibility on the web is subject to regulations and laws. Discover how OSs provide better accessibility, and explore regulatory compliance, the regulatory environment, and global accessibility laws.
Authoring Tool Accessibility Guidelines (ATAG)	The Authoring Tools Accessibility Guidelines (ATAG) define how to create accessible tools and make more accessible content. Explore ATAG 2.0, authoring tool accessibility, accessible production, and ATAG implementation.
Accessibility and Design	Web accessibility means thoughtful and careful design. Explore JavaScript principles, accessibility in practice, design principles, and common design mechanisms.
Global Anti-Money Laundering	Worldwide, criminal and terrorist organizations rely on money laundering to finance their operations. In businesses, employees play a vital role in ensuring due diligence and in detecting and reporting suspicious activity. In this course, you'll learn what money laundering involves. You'll also learn about red flags that indicate a higher than usual risk of money laundering and how to respond if you encounter suspicious activity that could indicate money laundering.
Global Record Retention	Organizations and their employees must manage records properly so they can access information when it's needed, keep potentially sensitive information secure, and comply with laws surrounding the handling and storage of data. Effective records management depends on knowing how long to keep records and when and how to dispose of them securely. In this course, you'll learn what kinds of information count as records, and about general principles for retaining and disposing of records. Along with organization-specific policies and procedures, these principles can help you avoid serious mistakes and comply with legal and company requirements.
Global Gifts and Business Gratuities	Everyone likes giving and receiving gifts, but in business, it's vital to ensure that you abide by ethical, legal, and organizational standards for gifts and gratuities. In this course, you'll learn why it's important for your company to maintain a policy on business gifts and gratuities. You'll also learn how to apply this policy in practice, to protect yourself and your organization from any appearance of improper or illegal conduct.
Global Internet, Social Media, and Electronic Communication	Regular use of the Internet and electronic communications is probably a way of life for you, as technology makes it easier to communicate with coworkers, clients, family, and friends. The near constant availability of e-mail, social and professional networking web sites, smartphones, and other tools has blurred the line between work and home to the point where your online activities at home may have an impact on your company and your employment. Most employers encourage staff to use the internet, electronic communication, and social media for business purposes, and possibly even allow a certain level of personal use in the workplace as well. For this reason, it's important to be familiar with your company's policy on these resources.
Privacy Training for Federal Contractors	Federal agencies, federal contractors, and their employees are required to comply with specific laws to protect the privacy of personally identifiable information. In this course, you'll learn about the Privacy Act, and about ways to safeguard personally identifiable information. You'll also review examples of situations that don't comply with the law, to help you recognize these in practice.
Installing Unix	One part of Unix management is getting the operating system installed. In this course, you'll be introduced to manual and automated deployment methods.
The Unix Command Line and GUI	Every Unix installation will have the command line available, and knowledge of command line syntax is required for ongoing management. The X Window system provides a GUI for Unix systems. Both management models are covered in this course.
Creating and Managing Unix File Systems	Unix hosts can use local or shared network storage. In this course, you'll learn how the X Window GUI as well as Unix commands can be used to configure and manage storage devices.
Users, Groups, and Authentication	User and group accounts need to be authenticated before they can be authorized to use network resources. In this course, you'll learn how users prove their identity to a system through authentication.

Course	Description
Unix Software Management	In this course, the FreeBSD pkg tool is introduced as a method of querying and installing Unix software packages. You'll also learn how to apply updates and remove software.
Microsoft SQL Server 2012 â€" Developing Databases: Implementing Tables and Views	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Implementing Indexes	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Stored Procedures	An effective strategy that database developers often employ to interface between applications and SQL Server 2012 involves the creation of programs using the Transact-SQL language and saving them as stored procedures or functions as database objects. Subsequently the applications can execute these programs as required and process results. This course introduces this powerful database programming concept and covers the types of programs available, design issues and implementation considerations. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: CLR Integration	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Working with Data	SQL Server 2012 provides advanced features to enable large data to be stored and accessed within the database itself. By using the FILESTREAM and FileTable features documents are stored in the Windows file system but accessed through the database using T-SQL queries. SQL Server also allows these documents to be searched for words or phrases. Advanced query techniques can also be used to manipulate data to retrieve specific data. This course demonstrates how to configure FILESTREAM, FileTables, and Full-Text Search. It also demonstrates how to use advanced query technique such as PIVOT, UNPIVOT, CROSS APPLY, OUTER APPLY, and CTEs, as well as Spatial data. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Working with XML Data	The relational database, such as SQL Server 2012, has been around for decades going back to E.F. Codd and his designs. Since then, many applications have been built upon this concept. In 1999, the internet was gaining momentum. Around the same time, a new hierarchica l concept for storing data was introduced: extensible markup language or XML. As the internet gained more prominence to its current ubiquitous standing, XML took on increasing significance for moving data around. Subsequently, it became equally important for relational and hierarchical data to be somewhat interchangeable between online data-based applications and services. This course introduces XML in relation to SQL Server and how to work with XML data in SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Tuning and Optimizing Queries	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measureable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Microsoft SQL Server 2012 â€" Developing Databases: Managing and Troubleshooting	With its blend of visual tools and powerful Transact-SQL language, SQL Server 2012 will continue to enjoy large market share in the relational database management sphere. Database developers that use SQL Server will experience measurable benefits from obtaining Microsoftâ€™s MCSE certification relating to SQL Server 2012. This course is one of a series in the SkillSoft learning path that covers the objectives for the Exam 70-464: Developing Microsoft SQL Server Databases. This series may also cover SQL Server 2014 features and functionalities as required by the exam objectives. This exam is one of the requirements for the MCSE: Data Platform certification path.
Mentoring CompTIA Network+ N10-007	SkillSoft Mentors are available to help students with their studies for exam CompTIA Network+ N10-007. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring Project Management Professional (PMP) PMBOK Guide 6th	SkillSoft Mentors are available to help students with their studies for exam Project Management Professional (PMP) PMBOK Guide 6th Edition Aligned. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Oracle Database 12c â€" Install and Upgrade: Database Architecture	To understand how an Oracle Database functions, it is important to gain a basic understanding of its major components. This course identifies the major architectural components of the Oracle Database 11g Release 2, explains memory structures, describes background processes, and explores the logical and physical storage structures. In addition, this course describes the role of a database administrator (DBA) and the tasks and tools required for this role. This course is one of a series in the SkillSoft learning path that covers the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Oracle Database 12c â€" Install and Upgrade: Installation	The installation of the Oracle software, Oracle databases and ensuring the correct environment are in place are important tasks for a DBA to complete properly. If these tasks are not done issues may occur to the Oracle system. This course covers how to plan for the Oracle software installation and the Grid Infrastructure. It also discusses how to install the Oracle Database 12c databases and post-installation tasks. This course is one of a series in two SkillSoft learning paths that cover the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Oracle Database 12c â€" Install and Upgrade: Upgrading	As a DBA one of the tasks you performed is upgrading or migrating a database to the newest release when it is available. Upgrading a database enables DBAs to take advantage of the newest technologies that are being offered by the provider. Oracle Database 12c provides the latest in efficient, reliable, secure data management for OLTP and cloud applications. This course discusses upgrade and migration methods, how to prepare for and perform an upgrade, as well as how to perform post-upgrade tasks. It also covers how to use Oracle Data Pump to move migrate data. This course is one of a series in two SkillSoft learning paths that covers the objectives for the 1Z0-062: Oracle Database 12c Installation and Administration certification exam.
Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB	Oracle Database 12c has introduced a number of new features to their management system to maintain the lead in the industry new trend-setting products. Two of these are the Enterprise Manager Cloud Control and Multitenant Container Databases. Enterprise Manager Cloud Control is designed for cloud computing allowing the Oracle Database 12c to be managed through a complete, pre-integrated, off the shelf private cloud solution. Oracle Multitenant allows Oracle to contain a set of portable schemas, objects, and related structures, which appear as separate databases to an application. The self-contained collection is called a Pluggable database and the multitenant container contains one or more of these PDBs. This course describes the Enterprise Manager Cloud Control and Multitenant Container architectures and demonstrates of to use these two new features, including creating CDP and PDBs using different methods. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Managing CDB and PDB, and Data Optimization	Oracle database contains the Oracle Multitenant feature, which enables Oracle database to contain a portable set of schemas, objects, and related structures that appear logically to an application as a separate database, called a Container Database or CDB. CDB contains pluggable databases or PDBs. Database administrators need to understand how to manage this new option. This course will demonstrate how to connect to, start and shut these databases down, as well has how to manage their tablespaces and users. It will also demonstrate how to backup and recover them for different media failure situations. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving	Oracle Database 12c offers multiple features to enable customers to implement an ILM strategy. These features include Heat Map and Automatic Data Optimization to create policies, as well as In-Database Archiving and Temporal Validity to archive data. This course describes how to use Heat Map and ADO to implement an ILM strategy along with partitioning and compression. It also describes how to use the Online Move data file, Online Move partition, In-Database Archiving, and Temporal Validity features to manage database storage and data archiving. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Managing Security	Oracle Database 12c has provided some new security features to better enable security within a database instance. This includes unified auditing to consolidate all audit trails and to improve auditing performance, new administrative privileges and the ability to analyze privileges on users. It also provide a feature called Oracle Data Redaction, which enables sensitive data to be shielded from applications and users on-the-fly before results are sent to the end-user or application. This course will discuss and explain how to use and implement these features in Oracle Database 12c. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: High Availability and Database Management	An important part of managing an Oracle Database instance is ensuring high availability and manageability. In Oracle Database 12c new features and enhancements have been added to the RMAN client utility to ensure for better back up and recovery of databases. It has also added the Real-Time Database Operation monitoring to allow administrators to monitor database operations. Oracle has also provided the Oracle Enterprise Manager 12c Database Lifecycle Management pack which allows for processes to be automated to manage a database lifecycle. This course will discuss how to use the new features of RMAN, Real-Time Database Operation Monitoring, and schema and change management. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Tuning SQL and Using ADDM	Oracle Database 12c provides many new features, like SQL Plan Directives, to make tuning and monitoring SQL easier. Other improvements include enhancements to the Automatic Database Diagnostic Monitor (ADDM) which now includes Emergency Monitor, Real-Time ADDM, Compare Period ADDM, and Active Session History (ASH). This course discusses how to use these new and improved features in Oracle Database 12c to monitor and tune SQL and the database. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Resource Manager, Online Operations, and ADR	Oracle Database 12c introduces several Resource Manager enhancements to handle resources within CDBs and PDBs. There's a new multiprocess multithreaded Oracle architecture and enhancements to the Database Smart Flash Cache and undo segments. And there are new features for tables and indexes to help to diagnose database data and improve network traffic. This course will discuss and show how to use these new and enhanced features. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
Oracle Database 12c: Transporting Databases and Managing Data	Oracle Database 12c offers new and enhanced features providing better importing and exporting of databases and data. These features include support for CDB and PDBs and better handing of the data being moved. Also provided are better features to allow DBAs to create and manage partitioned tables and indexes and stored large amounts of data within a column. This course will demonstrate how to use the new features of Oracle Data Pump, SQL*Loader and external tables. It will also demonstrate how to use the new features for partitioned tables and indexes and SQL. This course will discuss and show how to use these new and enhanced features. This course is one in a series in the SkillSoft learning path that covers the objectives for the 1Z0-060: Upgrade to Oracle Database 12c certification exam.
PowerShell 5.0 DSC and Azure	PowerShell 5.0 DSC can be used to configure many elements of your datacenter on premises, in the cloud, and across platforms. In this course, you'll learn how to configure Hyper-V and Azure VMs using DSC and Windows PowerShell.
PowerShell 5.0 DSC with Linux and JEA	PowerShell DSC can be used to configure important datacenter elements, whether on premises or in the cloud. In this course, you'll learn how to configure Linux environments using DSC as well work with Just Enough Administration (JEA).
Securing a Virtualization Infrastructure	In this course, you will examine Windows Server 2016 malware protection and virtualization infrastructure security. You'll also prepare for exam 70-744.
Threat Detection Solutions	Microsoft offers some very powerful tools and features for managing advanced threat detection. This course is one of a series in the Skillsoft learning path that covers the objectives for the Securing Windows Server 2016 exam 70-744.
Implementing Workload-specific Security	Application development and workload services is tantamount, and Windows offers a number of great features. This course covers the objectives for the Securing Windows Server 2016 exam 70-744.
Introduction to Agile Software	In this course, you will be introduced to Agile Software Development, as well as the principles and values behind the Agile Manifesto.
Agile Software Development Methodologies	In this course, you will be introduced to Agile software development methodologies such as Extreme Programming, Lean, and Kanban.
Agile Software Development - Scrum	In this course, you will be introduced to Scrum software development. You will become familiar with different Scrum roles, workflows, and values.
Planning an Agile Software Development Project	In this course, you will be introduced to the practices of Agile project planning. You will also become familiar with project planning tasks such as creating and estimating user stories, release and iteration planning, and Agile modeling.
Managing Agile Software Development	In this course you will be introduced to the principles of Agile project management during software development iterations. You will become familiar with Agile practices such as progress monitoring, reports and reviews, and project scaling.
Agile Programming & Testing	In this course, you will be introduced to Agile team practices including pair-programming and co-ownership of code. You will also become familiar with Agile programming practices and Agile testing activities.
Agile Software Development - Test-driven Development	In this course, you will be introduced to Test-driven Development (TDD) such as best practices, documentation, and combined practices such as acceptance Test-driven Development and Behavior-driven Development.
Introduction to Appium Testing	Appium is an open-source test automation framework driving iOS, Windows, and Android applications. In this course, you'll explore the concepts of test automation and Appium architecture, including preparing Appium for Windows.
LAMP Overview and Deployment	In this course, you will gain insight as to which components LAMP consists of. You will also deploy LAMP in a Linux, Windows, and public cloud environment.
The Apache Web Server Engine	In this course you will be made aware of common Linux and Apache web server configuration tasks. You will then see how to gain insights from Apache log entries
MySQL as a Datastore	Most web applications use a back end database for data storage, querying and retrieval. In this course you'll learn how to configure and manage MySQL databases and tables.
Configuring Tomcat and PHP	Tomcat takes user input and generates dynamic content using Java code. PHP is a commonly used server-side web app scripting language. This course will explain how these web application components are configured and used.
Data Types, Modifiers, Operators, and Flow Control	C++ is a typed language, it is vital you understand how to correctly work with data. In this course you will explore the data types in C++, work with modifiers and operators, and learn how to manage flow control in your C++ programs.

Title	Description
Functions, References, Exceptions Strings & Namespaces	A function is a group of statements that performs a specific task, and may or may not return a value after execution. Explore the basics of creating custom functions, using strings, handling exceptions, and including namespaces in C++.
C++ Classes	A class defines what an object is and includes the data and functions for manipulating that data. Discover how to correctly define and use classes in your C++ programs.
Classes, Functions, and Object-oriented Programming	Object-oriented programming is based on the use of objects created from class definitions. Explore the basics of creating custom classes and object-oriented programming principles such as encapsulation and inheritance in C++.
C++ Templates and Containers	Containers are implemented as class templates and are used to replicate structures such as arrays, queues, stacks, and lists. In this course, you'll learn how to use templates and containers in your C++ programs.
C++ Standard Template Library Algorithms and Operations	The C++ Standard Template Library is a set of template classes that let you easily implement common algorithms and data structures. Explore the Standard Library algorithms and operations, including sorting and merging.
Beginning Cucumber and Behavior-driven Development	Cucumber and BDD provide several analysis and collaboration techniques to complement Test Driven Development. In this course, you will explore the concepts of Cucumber and BDD, including rules, example mapping, and installing Cucumber.
Uncertainty	Many problems aren't fully observable and have some degree of uncertainty, which is challenging for AI to solve. In this course, you will learn how to make agents deal with uncertainty and make the best decisions.
Software Quality Assurance	In this course, you'll learn about automated software testing, as well as the common software testing frameworks such as Agile and Six Sigma.
Automated Software Testing	Ensuring software is as bug-free and secure as possible requires knowledge of detailed testing techniques. In this course, various types of software testing techniques are covered.
Microservices Architecture	Microservices makes it easier to build and maintain applications when they are broken down into several parts. Explore past and present architectures for microservices, including components, design patterns, and inter-process communication.
Microservices Containers	There are several types of processes and packages that can be used to build microservice processes. Discover how to use Docker and Kubernetes with microservices.
Microservices Deployment and Continuous Integration	Explore deployment strategies for microservices and essential tools for configuration, including Spring Boot and REST. Also, discover how tools, such as Jenkins, can be used to assist in continuous integration (CI) development.
Introduction to Machine Learning and Supervised Learning	Machine learning includes many different fields that focus on different problems. In this course, you will learn what machine learning is and the fundamentals of supervised learning.
Supervised Learning Models	Supervised learning is one of the most popular techniques in machine learning. In this course, you will learn about more complicated supervised learning models and how to use them to solve problems.
Unsupervised Learning	Unsupervised learning can provide powerful insights on data without the need to annotate examples. In this course, you will learn several different techniques in machine learning.
Neural Networks	Due to recent advancements in processing, neural networks have become easier to train, which made them extremely popular. In this course, you will learn about neural networks and how to use them.
Convolutional and Recurrent Neural Networks	Some tasks aren't suitable for traditional neural networks and require specialized neural networks. In this course you will learn about convolutional and recurrent neural networks and the types of problems they can solve.
Applying Machine Learning	Applying machine learning to problems can be a difficult tasks because of all the different models that are offered. In this course you will learn how to evaluate and select machine learning models and apply machine learning to a problem.
Voice User Interfaces	Recently voice user interfaces (VUIs) have become more intelligent, which have made certain that they'll play a bigger role in our lives in the future. In this course, you will be introduced to VUIs, and you will learn how to design them.
Introduction to Automated Testing with	In this course, you will be introduced to the Selenium Suite, specifically Selenium IDE and its features. You'll learn how to create and run test cases and test suites.
Introduction to Automation with Terraform	In this course, you will learn what Terraform is and how it is used. You will learn how to install and upgrade Terraform, as well as the different commands and syntax used.
Terraform Configurations	This course introduces Terraform configurations as well as the formats and how they are loaded.
Terraform Infrastructure	In this course, you will learn how to create and modify Terraform configurations to manage infrastructure.
Terraform Provisioning and Modules	This course introduces Terraform provisioning and modules. You will learn about defining and running create and destroy provisioners in Terraform. You will also learn about planning and applying Terraform modules.
Terraform Variables	This course introduces Terraform variables. You will learn about variable configuration and parameters, as well as input and output variables.
Working with WebLOAD	WebLOAD includes various features that can be used to test performance and scalability. This course covers features that enable successful testing, monitoring, and correlation.
Attack Vectors and Mitigations	In this course, potential security breach sources such as mobile and IoT devices are explained. Cyber insurance is becoming more common as companies seek to protect their IT systems.
Vulnerabilities and Exploits	This course covers how common threat sources actually get exploited. You will learn about social engineering, exploit kits, ransomware, and much more.
vSphere 6.5 Virtual Machine Creation	Virtual machines are the reason for creating a virtualization infrastructure. This course covers virtual machine creation and use in a VMware vSphere 6.5 environment.
vSphere 6.5 Networking	Virtual networks offer the flexibility of any topology and aren't constrained by cable bandwidth limitations. This course covers the configuration of virtual networks in VMware vSphere 6.5 including VLANS and virtual switches.
Consuming Services, using the ASP.NET Pipeline, and using OData Services	Many web services use ASP.NET to handle data and CRUD operations by using OData. In this course you will learn about ASP.NET, the ASP.NET Pipeline, and the OData protocol.
WCF Services	The Windows Communication Foundation (WCF) Data Services is a SOAP based data communication framework. In this course you will be introduced to WCF Services including how to create and consume then.
WCF Transactions, Pipelines, and	WCF has a lot of power and flexibility. You will learn about transactions, the WCF pipeline, and how to extend WCF in this course. You'll also prepare for exam 70-487.
Implementing Secure Sites with ASP.NET	In this course, you will learn how to manage validation and prevent cross-site scripting and cross-site request forgery attacks, and how to implement a custom membership provider for ASP.NET MVC web applications.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates	The modern data center has very specific requirements for physical and virtual machine management, self-service, business continuity, automation, and monitoring and reporting. This course looks at how System Center 2012 R2 addresses those requirements. It also looks at deploying updates using WSUS and System Center Configuration Manager 2012 R2. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests	For organizations that have implemented virtualization and are looking towards private cloud and virtualized data center infrastructures, Microsoft System Center 2012 R2 Virtual Machine Manager is an important management tool. VMM helps manage and maintain control of virtualized infrastructure when deploying many VM hosts and their associated virtual machine instances. This course looks at implementing virtualization hosts and associated virtual machines in a Windows Server 2012 R2 environment. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks	Virtual storage and virtual networking are two areas of Microsoft's Hyper-V virtualization solution that have seen lots of changes in recent times. This course will cover planning and implementation considerations for virtualization storage and networking using Hyper-V and Virtual Machine Manager 2012 R2. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration	One of the key advantages of virtualized server infrastructure is the ability to move running VMs to shift loads from over-utilized hardware resources to under-utilized ones. This course covers VM movement, including storage migration and live migration. This course also covers virtualization infrastructure management with App Controller and Service Manager with Virtual Machine Manager. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB	Failover clustering and Network Load Balancing (NLB) are features of Microsoft Windows Server 2012 R2, which provide different levels of fault tolerance, high availability, and scalability to the workloads in your data center. Failover clustering provides high availability for services and applications. NLB provides availability and scalability for servers running TCP/IP services. This course covers the planning and implementation of each technology as well as identifying their key features, differences, usage scenarios, deployment, and configurations. The course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity	Failover clustering and Network Load Balancing (NLB) are features of Microsoft Windows Server 2012 R2 that provide different levels of fault tolerance, high availability, and scalability to the workloads in a data center, all of which contribute to business continuity. Failover clustering provides high availability for services and applications. NLB provides availability and scalability for servers running TCP/IP services. This course covers the planning and implementation of each technology as well as identifying their key features, differences, usage scenarios, deployment, and configurations. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring	This course covers data center monitoring. Operations Manager is the System Center component designed to monitor the data center, and this course will cover how it is used, how to configure management packs and notifications, and how it can integrate with Virtual Machine Manager to provide automated remediation based on alerts triggered in Operations Manager. This course also covers compliance, how to use System Center to manage baselines for ensuring configurations. Finally this course looks at integrating with Service Manager and Orchestrator for automated remediation. This course is part of a series of Skillsoft courses that covers the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services	The public key infrastructure in Windows Server 2012 R2 is used to integrate PKI to secure and exchange information across not only an intranet, but also across extranets, the Internet, and from application to application. This course examines what a certificate authority is, how certificate templates are used, how to configure and implement certificate distribution and revocation, and the methods used to implement key archival and recovery. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS	Active Directory Federation Services provides web-based authorization and authentication services for all users in your organization, both internal and external. Active Directory Rights Management is used to protect an organization's confidential information, and other information that needs to be protected. This course examines both of these technologies and how they work together to increase the security infrastructure in your organization. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-414: Implementing an Advanced Server Infrastructure. This exam is required for the MCSE Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS	Windows Server 2012 R2 includes a variety of features to help deploy operating systems, and to support, maintain and monitor an environment once implemented. This course discusses the Windows Deployment Services role and how to create and deploy images over the network. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring	Ensuring the client computers are up-to-date and running efficiently are two of the main task that an administrator must perform on an on-going basis. Windows Server 2012 R2 provides server roles and tools to make these tasks easier, which includes automation. Windows Server Update Services can be used to automate the task of deploying updates throughout the network. Performance Monitor, Data Collection Sets, Reliability Monitor, and Event Monitor are other tools to monitor the performance of the servers and clients. This course discusses and demonstrators how to use these features and tools in a Windows Server 2012 R2 environment. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption	This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Network Services and Access	Microsoft Windows Server 2012 R2 provides multiple features to allow for network services and remote access to the network; such as DNS zones and records. These features are used to lookup and access DNS resources on the network, and provide different types of zones and records depending on the access required. Windows Server 2012 R2 also includes the Remote Access server role to all clients outside the network to gain access to the intranet using different methods. This course demonstrates how to configure DNS, NAT, VPNs and DirectAccess to gain access to the intranet. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP	Creating and enforcing local and remote network access policies for authentication, authorization, and client health are key tasks that an administrator must perform in order to ensure a secure, accessible, and robust networking environment. This course discusses and demonstrates how to install and configure Network Policy and Access Services (NPAS), Network Policy Server (NPS), and RADIUS infrastructure. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Service Accounts and	Managing service accounts and account policies are key tasks that an administrator must perform in order to ensure a functional, secure and accessible environment. This course discusses and demonstrates how to configure and manage service accounts and account policies.
Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory	Active Directory Domain Services is a critical part of a Windows Server 2012 R2 infrastructure and therefore requires that is be kept maintained. This will ensure it says operational. This course discusses and demonstrates how to configure domain controllers, including the different FSMO roles and Read-only domain controllers. It also demonstrates how to maintain Active Directory including how to backup and restore it and perform offline maintenance tasks. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing	Managing Group Policy Processing and Group Policy Settings are key tasks that an administrator must perform in order to ensure a functional, secure and accessible networking environment. This course discusses and demonstrates how to configure and manage Group Policy Processing and Group Policy Settings. This course is one in a series in the SkillSoft learning path that covers the objectives for the exam 70-411: Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.

Course	Description
Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences	The protection and utilization of valuable Group Policy Object assets is an important management task within an Active Directory controlled environment. You need to ensure that you can recreate them if they become corrupt or lost. Windows Server 2012 R2 also provides the functionality to facilitate the configuration and deployment of unenforced domain-wide client computer settings using Group Policy Preferences. This course will demonstrate how to back up, restore, copy, and import GPOs and create migration tables. It will also show how to configure Group Policy Preferences. This course is one in a series in the Skillsoft learning path that covers the objectives for the exam 70-411:Administering Windows Server 2012 R2. Passing this exam will earn the learner credit towards the MCSA: Windows Server 2012 certification and MCSE: Server Infrastructure certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA	Network Load Balancing (NLB) and failover clustering are features of Microsoft Windows Server 2012 R2, which provide different levels of fault tolerance, high availability, and scalability to the workloads in your data center. NLB provides availability and scalability for servers running TCP/IP services, such as Web, FTP, firewall, proxy and VPN. Failover clustering provides high availability and scalability for services and applications. Both technologies, their key features, differences, usage scenarios, deployment, and configurations are covered in this course. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR	Failover clustering allows you to make applications and services highly available, this includes services in your virtual environment. Microsoft Windows Server 2012 R2 allows you to cluster Hyper-V hosts and virtual machines. By integrating Hyper-V with failover clustering, you can create standby replicas of virtual machines, move running virtual machines between hosts, manage downtime, provide high availability, and plan for disaster recovery. Microsoft Windows Server 2012 R2 also provides several options for backing up and recovering servers in the event of data loss, data corruption, or a server outage.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage	Data storage is a fundamental part of an IT Infrastructure. Windows Server 2012 R2 provides many different storage provisioning, management, and security features to ensure that the organization's data is available as needed. This course describes and demonstrates how to configure iSCSI storage and Internet Storage Name Service or iSNS. Storage optimization is also covered, as is Branchcache, a feature which allows data to be cached locally at the organization's branch offices. This course is one of a series, which covers the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC	Organizations need to store and make data available to users and customers. Administrators need to control how data is accessed and managed. Microsoft Windows Server 2012 R2 provides several tools for managing, securing, and optimizing the organizations data, such as File Server Resource Manager. FSRM is a suite of tools that allows administrators to understand, control, classify, and manage the data stored on their servers. FRSM can be integrated with Dynamic Access Control, or DAC. In this course you learn how to implement a file classification infrastructure using FSRM and DAC.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS	Dynamic Host Configuration Protocol, or DHCP allows an administrator to automatically configure TCP/IP settings on clients and hosts. The Domain Naming System, or DNS, provides user-friendly names for devices and services on the network. Integrating DHCP with DNS enables device host records to be updated automatically, reducing the administrative overhead. This course covers advanced features of DHCP and DNS, including optimizing, securing and providing high availability for name and addressing services.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains	Managing Active Directory Domain Service in large distributed environments can be complex. This course describes the characteristics of active directory domains and forests, their boundaries, security and management considerations. It also covers the trust relations which can be established in a distributed AD DS environment. How to configure and secure these trust relationships is also demonstrated. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication	An Active Directory Domain Services deployment can contain many domain controllers, spread over several different sites. In order to provide efficient logons and highly available directory services for your organization, you need to configure your AD DS sites and replication. This course demonstrates how to configure an AD DS site infrastructure, how to configure, manage and troubleshoot replication between sites and domain controllers. It also explains how to deploy read-only domain controllers and password replication policies. This course is part of a series of Skillsoft courses that cover the objectives for exam 70-412 Configuring Advanced Windows Server 2012 Services. This exam is required for the MCSA Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI	Active Directory Certificate Services, or AD CS, allows a company to deploy and manage a Public Key Infrastructure, or PKI, to secure and protect important data and data communications. This course covers the installation and management of a PKI using the AD CS role services, including installation and configuration of AD CS, certificate enrollment, templates, and revocation. This course is one of a series, which covers the objectives for Microsoft Exam 70-412: Configuring Advanced Windows Server 2012 Services. This exam is a requirement for the Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification.
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation	Active Directory Rights Management Services, or AD RMS, allows you to protect against leakage or misuse of content within and even outside the organization. Content authors can protect their documents using certificates. To use the document, others must use a rights-enabled application, such as Microsoft Office and obtain an end user license for it. Active Directory Federation Services, or AD FS, allows organizations to collaborate by using a claims based authorization and it allows for a single sign on. This course discusses the concepts and components for AD RMS and AD FS and demonstrates how to set up and configure them. This course can be taken in preparation for exam 70-412: Configuring Advanced Windows Server 2012 Services, which is part of the Microsoft Certified Solutions Associate, or MCSA, credential.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course discusses the planning and installation of Windows Server 2012 R2, including an overview of the various editions, features, minimum requirements, and upgrade paths. It also covers installing Server Core, migrating roles from previous versions of Windows Server, optimizing resource allocation, and adding and removing features. Also included are topics such as configuring Server Core and the full GUI interface, deploying roles on remote servers, remote server administration, and NIC teaming. It is one of a series designed to prepare the learner for exam 70-410: Installing and Configuring Windows Server 2012 R2.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course looks at local storage space configuration basic and dynamic disks, MBR and GPT disks virtual hard disks, and the creation and configuration of storage pools. This course also examines the creation and configuration of shares and share permissions, offline file configuration, access-based enumeration, the volume shadow copy service, NTFS quotas and how to configure work folders.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course discusses the Enterprise Printing capabilities of Windows Server 2012 R2, including an overview of the various options and features of Print and Document Services. The course also covers installing managing servers using Server Manager and PowerShell and provides instruction on how to set up and configure various options using both the Windows interface and the PowerShell command line. It is one of a series designed to prepare the learner for exam 70-410: Installing and Configuring Windows Server 2012 R2.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course examines Hyper-V, and how Windows Server 2012 R2 takes advantage of the architecture. This course also examines the Configuration options for Hyper-V, along with methods used to install hosts in Hyper-V sessions. Finally, this courses looks at configuration options for both virtual machines and differencing disks.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course covers the fundamental elements of core network services which includes IPv4 and IPv6 based addressing and subnets. In addition, it discusses how interoperability between IPv4 and IPv6 is facilitated using available technologies in Windows Server 2012 R2. Finally, this courses also looks at the role of DHCP and how it is used to configure dynamic IP addressing in a network environment. The course is the fifth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course examines installing the DNS Server Role, integrating Primary zones, setting up forwards and root hints, and working with the DNS cache. This course also examines creating records for DNS, and configuring and testing the DNS client using nslookup and ipconfig utilities. The course is the sixth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server, as well as providing several new features. This course covers installing and managing Active Directory. The course also looks at Active Directory component and architecture as well as AD objects and schema. This course is the seventh in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs	Microsoft Windows Server 2012 R2 builds upon previous versions of Windows Server, adding several new features. This course examines Active Directory groups and group policy objects. You will examine how to use group nesting, convert groups, change group memberships, enumerate groups, delegate group membership, and manage Active Directory containers. This course also covers how to create and manage a Central store, use Starter GPOs, create GPO links, and use security filtering. The course is the fourth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2 - Installing and Configuring: Security	Microsoft Windows Server 2012 R2 builds upon features found in previous versions of Windows Server and provides several new features. This course examines the configuration of security policies, application restriction policies, and the Windows Firewall. Specifically user rights assignment, security templates, audit policies, local users and group configuration, and user account control are explored, as are AppLocker, rule enforcement, and software restriction policies. Other tasks to be examined include configuring Windows Firewall, through both static configuration and group policy, configuring security rules, creating exceptions, and importing and exporting settings. This course is the ninth in a series for the Microsoft MCSA in Windows Server 2012 R2 certification and prepares the learner for the 70-410: Installing and Configuring Windows Server 2012.
Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design	Understanding the Active Directory forest structure; the mechanics of domain controllers, hosted services and strategic placement, along with Active Directory replication is fundamental to effective planning, appropriate design and efficient deployment of a Active Directory forest infrastructure.
Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS	An Active Directory site is best defined as a group of Active Directory resources that are hosted on a fast, reliable, and very well-connected network. This course details the design and planning of Active Directory sites that help you map the infrastructure to an organizations physical requirements. This includes strategic domain controller placement and the strategic placement of services such as FSMO roles and the Global Catalog. Branch office support is detailed including the use of Read-Only Domain Controllers, the Filtered Attribute Set (FAT), GPMC, and BrancheCache. To end the course the subject area of domain controller virtualization is explained.
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy	Planning and design of the Organization Unit structure within each forest domain is a primary task in support of a operationally optimized Active Directory infrastructure â€" this course discusses Organizational Unit design and some of the primary architectural components of an Active Directory-controlled environment.
Microsoft Windows Server 2012 R2: Server Infrastructure â€" Server Deployment	The strategic design and implementation of an operating system (OS) solution deployment requires a comprehensive understanding of all of the available tools involved in the OS design, customization, encapsulation, distribution and deployment process. Each new release of a Windows operating system brings new and newly named utilities, and it requires a forensic investigation to keep up with the new and deprecated OS servicing and deployment tools and utilities.
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design	The Dynamic Host Configuration Protocol (DHCP) service and its interoperation with other key services is important in the planning, strategic design, and implementation and maintenance of key Active Directory infrastructural services. In planning the design of the DHCP service deployment, the reliability and continuous availability of the service is key to successfully operation, while the integration of the DHCP service with other Windows 2012 services should also form the backdrop of the DHCP deployment mechanics and operation. In planning the design of a DHCP solution, the IT administrator should consider all of the available features offered by the Server 2012 DHCP service role and deciding which DHCP features to implement should be set against operational requirements; for example, should DHCPv6 be deployed and supported on the corporate networks? How should DHCP interoperate with the DNS service? Is Network Access protection (NAP) interoperability or DHCP MAC filtering required?
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage	The designing and planning of end-user and system supporting file and storage solutions is the first step in provisioning an optimized network service solution â€" a storage solution must be included early in the system design process, as early the hardware appraisal and system specification phase. Although Server 2012 and Active Directory-controlled environment can adequately react and adapt to change, knowing the capabilities of the Server 2012 File and Storage Service server role and the required storage requirements, allows the system designers and network stakeholders to take early and informed decisions regarding hardware and system design, to support the specified storage system capabilities, and to accommodate change and expansion.
Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN	The planning, strategic design, and implementation and maintenance of key Active Directory infrastructural services include network services such as an IP address management solution and a virtual private network.
Microsoft Windows Server 2012 R2: Server Infrastructure â€" DirectAccess	In this course the other main remote access solution technology In Windows Server 2012 R2 is reviewed; DirectAccess. Introduced with Server 2008 R2, the DirectAccess role service role has been augmented and improved, and includes a new fast deployment options allowing small organization to plan and deploy a remote client access solution, on minimal hardware, in a short amount of time.
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection	The Server 2012 Network Policy and Access Services (NPAS) server role is deployed to support network security, and optionally to examine and maintain the health of the client computer that request access to the network and its protected resources. This course focuses on network protection, and in particular how the Server 2012 Network Protection and Access System role operates when configured to serve as a Network Access Protection (NAP) client health service monitor.
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP	You can protect private system resources by deploying the Network Policy Server as a client health policy checking and remediation service using Network Access Policy (NAP). This allows the system administration to use numerous techniques to check client health at the various network access points and to allow the NPS service to arbitrate on client computer access to the private network. Endpoint Protection is a complementary technology (service role) of the System Center 2012 utility, which monitors client computers for malware status, and client malware prevention readiness by maintaining the up-to-date status of the malware service. In a world where network administrators are under increased pressure to deliver secure internal application access across any Internet connection to any device, Microsoft offers the Web Application Proxy as a solution. With WAP, internal applications can be delivered securely to remote clients with or without another remote access solution, like DirectAccess or VPN.
Six Sigma: Team Basics, Roles, and Responsibilities	In this course, you will learn about Six Sigma team roles and responsibilities and aspects of communication, as well as tools used for effective communication and decision making.
Performance Monitoring	Built-in features allow you to monitor your cloud solution's performance and utilization. This course introduces tools such as System Center and Operational Insights portal, which can be used to perform ongoing monitoring of an environment.

Troubleshooting SQL Database Errors	Techniques can be used to troubleshoot, diagnose, and prevent SQL connection issues. Topics such as logging, troubleshooting, and resolving conflicts are covered in this course, which aligns with exam 70-473.
Automating and Managing Databases	PowerShell can be used to manage SQL Databases and SQL Servers running in Azure VMs. This course outlines how to perform common administration tasks using PowerShell, as well as how to create runbooks to automate cloud management.
Troubleshooting Office 365 Usage	This course covers troubleshooting Office 365 availability and usage. It is one in a series of courses that prepared learners for exam 70-346: Managing Office 365 Identities and Requirements.
Implementing Incident Response and	In this course, representing the final section of Module 3: Enterprise Security operations, you will implement incident response and recovery procedures in various scenarios.
Integrating Hosts, Storage, and Applications in the Enterprise	In this course, you will explore how to integrate hosts, storage, networks, and applications into a secure enterprise. You will also prepare for exam CASE-003.
Integrating Cloud and Virtualization Technologies in the Enterprise	In this course you will learn how to integrate cloud and virtualization technologies into a secure enterprise architecture. This is a component of CASP Module 4: Technical Integration of Enterprise Security
Getting Started with Microsoft R	Microsoft R is a data analytics solution that can be deployed on a wide range of platforms. This course introduces Microsoft R and its products, including installation, components, and compatibility with other network infrastructures.
Packages and Data Types	This course covers features and components of Microsoft R Server, including its installation and configuration with various databases and IT systems. It also introduces the R language, including data structures and types.
The R Language and Big Data Processing	This course covers R programming language essentials, including subsetting various data structures, scoping rules, loop functions, and debugging R functions. It also covers big data processing concepts, including chunking algorithms.
Introduction to Apache Spark	In this course, you will be introduced to Apache Spark. You'll learn how to download and install Apache Spark, and you'll also learn how to build, configure, and initialize Spark.
Apache Spark SQL	In this course, you will be introduced to Apache Spark SQL, Datasets, and DataFrames.
Structured Streaming	In this course, you will learn about the concepts of Structured Steaming such as Windowing, DataFrame, and SQL Operations. You will also learn about File Sinks, Deduplication, and Checkpointing.
Spark Monitoring and Tuning	In this course, you will learn about various ways to monitor Spark applications such as web UIs, metrics, and other monitoring tools. You will also learn about memory tuning.
Spark Security	This course introduces Spark security. In this course, you will learn about securing Spark UI, event logs, and configuring SSL settings. You will also learn about YARN deployments, SASL encryption, and network security.
Ingesting Data and Computing for Batch Processing	There are many considerations when designing and implementing big data analytics solutions with Microsoft Azure. This course covers data ingesting and storage and designing and provisioning compute clusters, and it aligns with exam 70-475.
Designing Batch Processing and Data Security	Big data analytics with Microsoft Azure requires effective deployment of various frameworks and technologies. This course covers batch processing technologies and data security tools in Azure, and prepares you for exam 70-475.
Ingesting Data and Computing for Real-time Processing	Real-time big data analytics with Microsoft Azure is used in numerous critical applications that require immediate analysis and action. This course covers data ingesting and designing compute resources for real-time processing.
Designing the Lambda Architecture and Real-time Processing	The importance of data processing architectures and data visualization to successfully implement real-time big data analytics solutions in Azure cannot be overstated. This course covers the Lambda architecture and Azure Stream Analytics.
Provisioning an Azure Data Factory	Azure's Data Factory is a key component for end-to-end cloud analytics solutions. This course covers the provisioning of the components of an Azure Data Factory and implementation of data processing activities in a data-driven workflow.
Managing Activities and Data for Azure Big Data Analytics	Implementing Azure big data analytics requires managing the Data Factory, loading and transforming data. This course covers monitoring the Azure Data Factory and troubleshooting problems as well as loading and transforming data.
Automation and Machine Learning	Azure Big Data Analytics solutions provide great automation and Machine Learning capabilities. This course covers the automation of key tasks using Azure PowerShell and key capabilities of Azure Machine Learning for big data analysis.
Android 7.0: Navigation & Setup	Use your Android 7.0 device to the fullest. Explore how to Connect to your Google account, use the touch screen, navigate the Marshmallow interface, customize the display and quick access bar, and use the quick settings window.
Android 7.0: Installing & Managing Apps	From the Google Play Store you can view and download applications from a wide array of categories. Learn about accessing the Play Store, installing and managing applications, and using widgets on your Android 7.0 device.
Android 7.0: Using Email	Get your emails on the go from your Android 7.0 device. Learn how to add an email account, use Gmail, read and send emails, send attachments, find and manage emails, and configure your mailbox and its display settings.
Android 7.0: Managing Contacts	With the Contacts app on Android 7.0 you can add new contacts, edit contacts and remove contacts you no longer need. Learn how to add a contact, navigate the app, manage your contacts, and customize the display.
Android 7.0: Managing Events & Alarms	The Android 7.0 Calendar app allows you to view your upcoming events and navigate easily through upcoming dates. Learn how to work with the Calendar app, including adding events, changing settings, and using the clock.
Android 7.0: Using Chrome	The Android 7.0 default browser is Google Chrome, which allows you to view websites and access Google's powerful search engine all in one location. Learn about browsing, saving a website, and configuring Chrome for Android.
Android 7.0: Retrieving & Sharing Information	Take advantage of time-saving apps on Android 7.0. Learn about voice search and typing, and Google Play Newsstand. Explore the Maps app, including modifying the display, preparing an itinerary, using Street View, and saving an address.
Android 7.0: Using The Camera & Photo	Most Android 7.0 device come with a built-inÂ camera with its own application. Learn how to use the camera, view, organize, edit, and share photos, and create and edit video recordings.
Basecamp 3: Signing In & Setting Up	Basecamp 3 is an online project management service. Discover how to create an account, sign-in, and set up the application.
Basecamp 3: Using the Team Communication Tools	Projects are implemented by teams, and communication is crucial to a successful outcome. Explore discussion and collaboration tools in Basecamp 3.
Basecamp 3: Setting Up & Tracking Projects	Basecamp streamlines project management services by providing online collaboration services. Discover how to set up and track your projects in Basecamp.
Basecamp 3: Managing your Project Tasks & Assets	Every project manager understands the important relationship between tasks and assets. Discover how to manage project tasks and assets in Basecamp.
Basecamp 3: Using the Calendar Tools	Bring some order to your projects with the calendar tools in Basecamp. Find out how to browse your calendar, create events, and manage and share your schedule.
Basecamp 3: Using Basecamp 3 for iOS	Basecamp for iOS lets you manage your projects from your Apple mobile devices. Learn how to create teams, track your project activity, and deliver on your deadlines.
Cisco Jabber 11.8 for Windows: Setting Up the Client	Introduce yourself to the Jabber collaboration tool by learning how to open and navigate within the client, change your status, customize your profile, manage alerts and privacy settings, and use the accessibility options.
Cisco Jabber 11.8 for Windows: Adding & Organizing Contacts	Start connecting with other Jabber users within your organization. Discover how to add and remove contacts, import and manage a contact list, and organize contacts into groups.
Cisco Jabber 11.8 for Windows: Using the Meeting Tools	Jabber allows you to collaborate with a group in a number of different ways. Discover how to participate in group calls, hold a WebEx meeting, integrate your Outlook or Google calendars into Jabber, share documents, send screen captures, and share a screen.
LogMeIn GoToMeeting: Sign-in & Setup	GoToMeeting is a powerful online meeting and video conferencing app. Discover how to sign in and set up GoToMeeting.
iOS 10: Using the iPad Camera & Photo Tools	iOS 10's Camera and Photos apps give you powerful photo and video editing capabilities in the palm of your hand. Create and edit your photos, and build your own slideshows on the fly to showcase your favorite moments and experiences.
iOS 10: Protecting & Backing Up your Data	Protecting your personal data is essential in this ultra-connected world. DiscoverÂ how to put in place powerful security measures, stop apps from harvesting your personal and geographic data, and reset your iPad.
iOS 7: iPads as Multimedia Devices	View your photos and listen to music with iOS 7. Discover how to use iPads as multimedia devices, including photos, slideshows, and music.
LinkedIn for Web: Setting Up A Profile	LinkedIn is all about networking, job hunting, and connecting with people. To get the most out of the service, you're going to need to know how to create and customize your profile. LearnÂ how to create an account, sign in, and add information to your private and public profiles.
LinkedIn for Web: Managing Contacts & Connections	To get started networking on LinkedIn, you are going to need to know how to add contacts and connections. LearnÂ how to find people, companies, and organizations; send and manage invitations; and create connections.
LinkedIn for Web: Posting Updates & Messages	LinkedIn offers a number of tools for communicating with other users. Use your feed to post your own updates and share thoughts, advice, and opinions, and connect with your contacts via the instant and private messaging tools.
LinkedIn for Web: Using Networking Tools	LinkedIn is great for building a professional presence online, both for you and any organizations or companies that you may represent. LearnÂ how to write endorsements and recommendations, create articles, manage a company page, and browse and respond to job posts.
LinkedIn for Web: Using Groups	LinkedIn groups are a great way of connecting with people who share your professional interests or work in your industry. LearnÂ how to browse and join groups, and create, manage, and moderate your own groups.
LinkedIn for Web: Configuring an Account	Your LinkedIn account contains a lot of personal information, and knowing how to edit and protect it is essential. Learn how to edit your account details, adjust your privacy and notification settings, and back up your account data.
Microsoft Office 365 Stream: Finding & Watching Videos	Microsoft Stream is Office 365's enterprise video platform. Find out how to sign in and use the platform, find and watch videos, and react to what you watch.
Microsoft Office 365 Stream: Publishing Videos & Using Channels	Want to share videos with your colleagues on Microsoft Stream? Find out how to create and manage channels, upload and share videos, and how to add information, subtitles, captions, and hashtags.
Safari 10: Browsing the Web	Safari is Apple's web browser, available on various Mac operating systems, including macOS Sierra. Find out how to surf and search the web, how to use tabbed browsing, and how to download and save the files you find.
Safari 10: Saving, Bookmarking & Sharing Websites	Whether you want to keep track of your browsing history, save websites for later, or share information with your contacts, Safari has the tools for you. Find out how to save and open your favorite sites, use the reading list and browser history, and share websites in a variety of different ways.
Safari 10: Browsing Securely & Safely	Browse securely and safely with Safari 10. Explore different features, including password storage, popup blocking, and data protection.
Safari 10: Customizing the Browser	Everybody has their own preferences for web surfing, and Safari makes it easy to tailor your experience. Discover how to customize the browser's toolbars, share menu, and download settings, as well as how to install extensions and adjust a website's display settings.
Slack 2016: Using the iOS App	Slack is slick all on its own, but mobility makes it sing. Explore Slack for iOS, from signing in to channels, private messages, sharing files, searching, managing notifications, and configuration.
Mac Contacts for Sierra: Using the Contacts	Manage all your contact details with the Contacts app for macOS Sierra. Find out how to open, customize, and configure the app.
Mac Contacts for Sierra: Adding & Organizing Contacts	Use the Contacts app for macOS Sierra to create data-rich contact files. You can create groups, sync contact birthdays to your calendar, and use the duplicate tools to keep them organized.
Mac Contacts for Sierra: Sharing & Using Contact Details	The information you add to the Contacts app for macOS Sierra can be used in different ways. Learn how to import and export contacts, share them via email, and print them for envelopes and contact lists.
Mac Mail for Sierra: Opening & Setting Up the Client	Mail is the default email client for macOS Sierra, and offers a comprehensive suite of tools for receiving, sending, and managing your email. Discover how to open and set up the Mail client, and familiarize yourself with the interface.
Mac Mail for Sierra: Sending & Receiving Emails	Once your Mail account is configured, you will be ready to start receiving and sending emails. Learn how to reply to and forward messages, use the attachment tools to share and receive files, and save your emails in different formats.
Mac Mail for Sierra: Formatting Emails	Make your emails more attractive and easier to read with the different formatting tools offered by Mail for macOS Sierra. Explore various formatting techniques, including how to use styles and templates, add images, and create signatures.
Mac Mail for Sierra: Organizing your Emails	Improve productivity by managing your Mail inbox. Explore ways to organize your emails, including finding, marking, and deleting emails, creating rules, and managing junk email and archives.
Mac Mail for Sierra: Configuring the Account & Client Settings	The Mail client in macOS Sierra can be customized to suit your preferences. Discover how to manage your different email accounts, import and export inboxes, and configure the client behavior and notifications.
Mac Photos for Sierra: Getting Started	The Photos app in macOS Sierra is the place to manage all your photos and videos. Learn how to start adding photos and videos to the app, how to view them once they've been imported, and how to customize the app to your liking.
Mac Photos for Sierra: Organizing Photos	There are a number of methods for organizing photos in the Photos app for macOS Sierra. You can create albums and smart albums, perform searches using tags, and create and play slideshows to show off your photos.

Course	Description
Mac Photos for Sierra: Tagging & Editing Photos	Improve the quality of your photos with the tagging and editing tools in macOS Sierra's Photos app. Discover how to add information and locations to your photos, how to crop and resize them, and even how to use advanced editing tools.
Mac Photos for Sierra: Sharing & Exporting Photos	Once your photos and videos have been added to the Photos app, you can begin sharing them. Discover howÂ to share via social media and your iCloud account, how to export items in other formats, and how to begin creating media-rich documents.
WCAG 2.0 Accessibility Standards	Explore WCAG (Web Content Accessibility Guidelines) 2.0, WCAG design principles and guidelines, and how to participate in WCAG standards.
HTML5 and Accessibility	HTML5 is the markup language that fuels the web and it's designed for accessibility. Explore HTML5's accessibility features, new HTML5 elements, media elements, and JavaScript.
Securing Unix Systems	In this course, you'll explore methods for controlling file system and command execution access. You'll also discover firewall rules and how they're enabled using the OpenBSD PF tool.
Configuring Network Services	Most Unix network services run as background processes, or daemons. In this course, you'll learn about configuring the TCP/IP stack and working with DHCP, DNS, and the Apache web server.
Shell Scripting	In this course, you'll discover various ways of filtering command line data. Common shell script constructs such as if statements and loops will also be explored.
Unix Hardening and Maintenance	In this course, automating repetitive tasks with cron will be covered. You'll also learn how to harden Unix hosts from common Unix attacks.
Advanced Table Customization in Word 2013	Word 2013 offers a number of in-depth ways to edit and work with tables. This course demonstrates how to resize and move parts of a table, convert tables to text, sort the data within a table, and use formulas to calculate numerical data. It also covers methods for integrating tables into the rest of the content on a page to create a professional look to your document.
Inserting and Formatting Graphics in Word 2013	To add to a Word 2013 document's visual appeal, you can choose from a number of types of images and explanatory graphical lists. You can make eye-catching changes by simply adding your own pictures or choose clip art from Office.com. This course explains how to add pictures, shapes, WordArt, SmartArt, screenshots, text boxes, and even online video to documents. It also covers how to stylize and caption any of these graphical objects.
Adding Lists and Objects in Word 2013	You can add a number of different objects to your Word 2013 documents to help increase readability and functionality, and also improve their appearance. Several available types of lists, such as bulleted and numbered lists, allow you to format and organize information. Signature lines offer added data security and allow you to easily specify that a signature is required on a document. You can include dates and times to mark when a document was created, when something is due, or for tracking purposes. Hyperlinks allow you to link to other sections of a document, to other documents, to web sites, and to e-mail addresses. This course demonstrates how to create and format various types of lists, and to work with hyperlinks in your document. It demonstrates how to insert the date and time in a document and how to add digital signatures.
Implementing Workload-specific Security Part II	Configuring File Classification Infrastructure (FCI) and central access policies can assist you in minimizing the risk of a data breach. This course covers the objectives for the Securing Windows Server 2016 exam 70-744.
TestPrep Project Management Professional PMBOK 6th Ed	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the time.
Agile Architecture, Design, & Collaboration	In this course, you will be introduced to Agile architecture, design, and collaboration. You will become familiar with architecture principles and the pros and cons of collaboration.
Bootstrap and Dashboards with Angular 5	ng-bootstrap makes using Bootstrap feel native within Angular, and Amexio components can make it simple to create a data-rich dashboard. In this course, you will learn how these two components can be used to create dashboards.
Exploring Appium and Windows	Appium for Windows is designed to simplify testing across multiple platforms. In this course, you will explore how to install and configure Appium for Windows using several tools such as WinAppDriver, Cucumber, and Selenium.
Appium Concepts with Mac OS X	Appium supports automated tests on Mac OS X and can be used with native, web, and hybrid mobile apps. In this course, you'll explore how to set up a Mac OS X machine to create test automations using appium.
Introduction to Clean Coding	Clean Coding is a broad term for philosophies, principles, and practices for creating better, more efficient, and less error-prone software. This course covers clean coding and how to create better code.
Defensive Programming, MVC, and DDD	Defensive Programming, model-view-controller (MVC), and domain-driven design (DDD) are software development techniques that can be leveraged to create clean code. In this course you'll learn about these techniques.
Introduction to SOLID	SOLID is a set of software development principles that can be used to create better code. In this course, you'll learn about SOLID and its five principles.
Syntax, Variables, Objects, and Classes	Clean coding is as much about the code itself as it is about principles. In this course, you'll learn about syntax, variables, objects, and classes and methods for better clean coding.
Functions, Type Checking, Error Handling, and Testing	Clean coding means better code through often rigid standards. In this course, you'll learn clean coding through the use of functions, error handling, testing, and other best practices.
Architecture and Testable Code	Beyond the scope of the actual code is the overarching architecture. In this course, you'll learn clean coding as it relates to application layers, domain architecture, and testable code.
Implementation	In order to facilitate clean coding, you have to implement its techniques and principles. In this course, you'll learn about CQRS, planning, implementation, testing, and the evolution of applications.
Microservices Testing Strategies, Scaling, Monitoring, and Security	In this course, you'll explore approaches for managing testing complexity in service architecture, load balancing, scaling out additional instances, and common practices for securing and monitoring microservices architecture.
Introduction to Secure Programming	In this course, you'll learn the basic concepts of the secure programming methodology, including identifying potential security risks and the importance of testing your code.
Selenium IDE: Scripts & Commands	In this course, you will learn Selenium commands and how to create and use scripts in Selenium IDE.
Testing with WebLOAD	WebLOAD provides load testing solutions for a multitude of environments. Testing solutions covered in this course include mobile, cloud, web site, Java, and .NET.
Implementing WebLOAD Solutions	WebLOAD offers various solutions for performing mobile, java, and .NET load testing. This course covers these load testing techniques, as well as other solutions such as CRM, ERP, Selenium, and Ellucian.
vSphere 6.5 Storage	Virtual machines are files, which means that VM management is in part storage management. This course covers storage management for a VMware vSphere 6.5 environment. It also covers virtual machine creation and management.
vSphere 6.5 Virtual Machine Management	Virtual machine management is all about defining and redefining the resources needed for a particular instance. This course covers virtual machine creation and management, and best practices for VMs in a VMware vSphere 6.5 environment.
Security and WCF Streams	WCF, similar to any Web Service, must be secured. In this course, you will learn about WCF Security, transport security, and message security. Additionally, you will be introduced to client authentication and authorization.
Azure Services	Azure has some built-in functionality that can be very powerful when creating scalable distributed apps. In this course you will learn about the Azure SDK and emulators, the Azure Service Bus, and Service Bus queues.
Azure Storage	Azure Storage is a powerful feature that has been created for data storage. It has three built-in storage services to handle almost any kind of data. In this course you will learn about Azure Storage, Table Storage, and Storage Queues.
Azure Subscription Messages, Security, and Troubleshooting	Subscription message handling, claims-based identity, security, and troubleshooting are all aspects of using Azure for hosting web services. In this course, you will learn how to secure and debug Azure and the built-in message handling.
Azure Diagnostics, Debugging, and Access Control Service	Azure provides a large set of tools to diagnose and debug issues. This course covers how to troubleshoot and debug on Azure, and how to run diagnostics. This course will also cover the Azure ACS and content tested in exam 70-487.
Azure Scalability	Azure can help build scalable distributed web apps. In this course, you will learn about Azure scalability features, caching mechanisms, and how they are used to create distributed web apps. You'll also prepare for exam 70-487.
Six Sigma and Lean: Foundations and Principles	This course examines the complementary nature of Lean and Six Sigma. In this course, you'll learn about Six Sigma and its methodology, and then explore Lean and some key tools and how they integrate with Six Sigma.
Six Sigma: Metrics	This course covers common performance metrics used in Six Sigma including the defects per unit, defects per million opportunities, the first time yield and rolled through yield, the cost of low quality, and the cycle and takt times.
Six Sigma: Identifying Projects	This course discusses how to capture information from the Voice of the Customer and the Voice of the Business. It also details the project selection process to decide which projects to pursue and what methodology to use.
Six Sigma: Project Management Basics	This course examines tools that are used for planning and managing a project, including the work breakdown structure, Gantt chart, activity network diagrams, affinity diagrams, matrix charts, tree diagrams, and tollgate reviews.
Basic Six Sigma Statistics	During the Measure stage of a project using the DMAIC methodology, performance-related data is summarized in a meaningful way using various statistical measures. This course explores basic statistical tools used for measuring performance.
Classifying and Collecting Data	This course covers data types, measurement scales, and data collection methods. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certification.
Six Sigma Measurement System Analysis	This course covers concepts and basic methods for measurement system analysis and GR and R studies. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certification.
Lean Tools and FMEA	This course introduces common Lean tools and outlines how to conduct a failure modes and effects analysis (FMEA), which is a technique used to identify potential failures in a process and assess the risk they pose.
AWS Serverless Architecture	Serverless applications do not require servers to be maintained or provisioned. In this course, you will learn about serverless architecture, AWS serverless applications, and how to access AWS serverless application repository.
AWS Lambda	AWS Lambda allows you to run applications without managing or provisioning servers. This course covers AWS Lambda, Lambda deployment packages, and Lambda functions and concepts. You will also learn how to access AWS services.
AWS Serverless Storage	Amazon offers different methods to help move and store your serverless applications. In this course, you will learn about Amazon S3, DynamoDB, AWS Storage Gateway, AWS Snowball, Cloud data migration, and Amazon Aurora Serverless.
Troubleshooting Networking Devices	This course covers the fundamental troubleshooting of Internet connections, which includes mobile technology and ISPs. You will also prepare for exam 220-901.
Integrating and Troubleshooting Advanced AAA Technologies	In this course, you will explore various scenarios to integrate and troubleshoot advanced authentication and authorization technologies in support of enterprise security initiatives and goals. You'll also prepare for exam CAS-003.
Secure Communication and Collaboration Solutions	In this course, you will learn about choosing the appropriate controls to secure communications and collaboration solutions. You will also prepare for exam CAS-003.
Applying Research Methods for Trend and Impact Analysis	In this course, you will learn the importance of applying research methods to determine industry trends and their impact on the enterprise. You will also prepare for exam CAS-003.
Implementing Security Activities across the Technology Life Cycle	In this course, you will implement security activities across the technology and software development life cycles. You will also prepare for exam CAS-003.
Importing and Manipulating Data	This course covers loading data into Microsoft R from various data sources, including Hadoop, ODBC, SAS, SPSS, and SQL Server. It also covers data manipulation techniques, including data sorting, merging, cleaning, and filtering.
Modifying and Summarizing Data	This course covers data manipulation, including transforming XDF files, subsetting data, modifying variables, and converting data types. It also covers data summarization, including summary statistics and data exploration using Microsoft R.
Getting Started with Microsoft Azure HDInsight and Administering clusters	This course introduces HDInsight and administering clusters. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Cisco Jabber 11.8 for Windows: Using the Chat & Voice Tools	In Jabber, you can communicate with other users via the instant messaging and voice tools. Discover how to use instant messaging, start group chats, adjust your chat options, participate in voice calls, send call icons, mentions, and emojis to your contacts, and forward calls.
Evernote 6.0: Formatting Notes	Create and edit notes with ease in Evernote. Explore the copy and paste tools, and discoverÂ how to format notes, make a list, and spell check a note.
Evernote 6.0: Organizing Notes	Evernote makes it easy to organize and find notes. DiscoverÂ how to organize notes, move notes between notebooks, delete notes, add and remove tags, search for notes, sort and filter notes, and use the find and replace feature.
Microsoft Excel 2016 for Mac: Referencing Data	To use the contents of a cell, you must know how to reference that cell. ExploreÂ absolute and relative cell referencing, and discover how to work with named data ranges, formula auditing tools, and formula error messages in Excel.
Microsoft Excel 2016 for Mac: Basic	The Function Library in Excel contains a large number of ready-to-use formulas. Discover how to work with both basic formulas and conditional formulas to extract the values you need.
Microsoft PowerPoint 2016 for Mac: Saving, Exporting, and Sharing	Saving your files is essential if you don't want to lose your work. Choose from a variety of different formats, use the accessibility tools to clean up your presentation, and share it with your contacts via email and OneDrive.
Microsoft Windows 10 Mobile: The Maps Application	Never be lost again with the Maps application for Windows 10 Mobile. Get directions wherever you are, pull up data on your surroundings, and save your favorite locations and addresses.

Course	Description
Microsoft Windows 10 Mobile: Customizing Windows Mobile Devices	Configuring your Windows 10 Mobile device couldn't be easier. Toggle on and off your connectivity features, improve your device's battery life, and activate powerful security measures to control every aspect of your user experience.
Title IV and Financial Aid	Title IV establishes numerous funding programs to assist higher education students pursue their goals. In this course, you'll learn about the goals of Title IV, the types of financial aid available under its programs, and some general rules about dispersing funds. Youâ€™ll also explore the importance of reporting any instances of suspected fraud.
Angular 5 Features and Changes	Angular 5 is an update to Angular 4 that contains some very powerful new features and capabilities, as well as several bug fixes. In this course, you will learn about the new features of Angular 5.
Performance Testing and JMeter	JMeter is a powerful Apache open-source tool used in testing and analysis for application services. This course introduces you to Apache JMeter and performance testing, including installing and configuring the tool to create a basic test.
JMeter Architecture and Operations	JMeter has several different uses, and in this course you will explore these areas. The course includes basic JMeter operations to handling responses, load analysis, using assertions and controllers, exploring sessions, and many more.
Introduction to RabbitMQ	RabbitMQ is a message broker that is enterprise ready. It supports clustering, authentication, monitoring, and plugins. In this course, you will learn about these features and how they can be used to support RabbitMQ deployments.
Message Handling and Clustering in RabbitMQ	RabbitMQ's message handling capabilities are linked to the cluster configuration. In this course, you will learn about the message handling capabilities of RabbitMQ and how clustering and high availability are configured.
Selenium IDE - Locating, Verifying, and Testing Elements	In this course, you will learn how to locate, verify, and test various elements in Selenium IDE.
vSphere 6.5 High Availability Clusters	VMware vSphere 6.5 clusters protect and enable recovery from various failures. This course covers important aspects of high availability host clustering including fault tolerant VMs and VCSA high availability.
vSphere 6.5 Distributed Resource Scheduler (DRS)	VMware vSphere 6.5 provides dynamic load balancing using DRS clusters. However, there are many ways to control DRS behavior. This course covers how to deploy a DRS cluster.
vSphere 6.5 Resource Management	VMware vSphere 6.5 provides many tools to manage the resources used throughout a host or cluster. This course covers how to use high-level resource management techniques.
Organizational Goals and Six Sigma	This course introduces key Six Sigma concepts and how to use them to connect business drivers to Six Sigma metrics to achieve organizational goals. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Data Analysis and Root Cause Analysis in Six Sigma	This course covers the data analysis and root cause analysis techniques used in Six Sigma projects. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certification.
Six Sigma Correlation, Regression, and Hypothesis Testing	This course covers correlation analysis, regression analysis, and hypothesis testing. This course is aligned to the ASQ Body of Knowledge and is designed to assist Yellow Belt candidates toward achieving their certification.
Six Sigma Techniques for Improvement	This course covers common Lean tools used in continuous improvement, including Kaizen and Kaizen Blitz, the plan-do-check-act cycle, and cost-benefit analysis and is aligned with ASQ's 2015 Six Sigma Yellow Belt Body of Knowledge.
Six Sigma Control Tools and Documentation	This course covers common Six Sigma control tools, including control plans, control charts, and documentation and is aligned with ASQ's 2015 Six Sigma Yellow Belt Body of Knowledge.
Office 365 Federated Identities - Single Sign-On	This course covers the implementation and management of federated identities in Office 365. This is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Office 365 Managing AD FS Servers	This course covers the installation and management of AD FS and Web Application Proxy (WAP) servers. It is one in a series of courses that prepares learners for exam 70-346: Managing Office 365 Identities and Requirements.
Interacting across Diverse Business Units	In this course, you will learn the importance of interaction across diverse business units to achieve security goals. You will also prepare for exam CAS-003.
Microsoft Office 365 Planner: Signing in & Setting Up	Office 365 Planner is an online application for managing projects and communicating with Office 365 users. Discover how to get started with Planner, and customize your profile, theme, and notifications using various tools.
Microsoft Office 365 Planner: Planning	Plans are working groups used to organize and manage a project. DiscoverÂ how to create and manage a plan and its members, add and manage categories of tasks (buckets), and display a plan's progress.
Microsoft Office 365 Planner: Managing Tasks	In Office 365 Planner, a project can be managed efficiently by dividing it up into tasks. Discover how to work with tasks, including adding, organizing, assigning, and labelling tasks, and how to send a task message.
Microsoft Office 365 Planner: Sharing Information	Office 365 Planner makes it easy to share information with others. Discover how to add files and photos to tasks, display elements on a task card, and use Planner with connected services.
Microsoft OneNote 2016 for iPad: Creating Notebooks	Introduce yourself to OneNote for iPad. Explore the interface and structure of a notebook; learn how to create and organize notebooks, sections, and pages; and discover how to configure settings, account, and notifications.
Microsoft OneNote 2016 for iPad: Creating Notes	OneNote for iPad makes it easy to create a new note in any of your notebooks. DiscoverÂ how to work with notes, including creating new notes, using undo and redo, and annotating notes with the drawing tools.
Microsoft OneNote 2016 for iPad: Formatting Notes	OneNote for iPad lets you format notes in order to improve their readability. Discover how to format text, use formatting styles, create bullets and lists, tag notes, and adjust the display.
Microsoft OneNote 2016 for iPad: Illustrating Notes	Notes in OneNote for iPad do not have to contain text only. ExploreÂ ways to illustrate notes, including adding images, photos, tables, links, files, equations, and audio recordings.
Microsoft OneNote 2016 for iPad: Using Collaboration Tools	Notes in OneNote for iPad can be shared and edited with others on your team. DiscoverÂ how to use password protection to lock a section, and share notebooks via email and on a social network.
Sharepoint Online: Signing In & Setting Up	Microsoft SharePoint is a powerful collaboration and document management tool. Discover how to sign in for the first time, edit your profile, work with the app launcher, find information, view other profiles, and edit SharePoint themes.
Sharepoint Online: Working with the Newsfeed	SharePoint Newsfeed keeps you up-to-date with your organization and colleagues. Discover how to use the newsfeed, have conversations, add files and tags, interact with posts, and follow items in SharePoint.
Sharepoint Online: Working with SharePoint Apps	SharePoint apps provide powerful flexibility through add-on apps. Explore app management, and discover how to create and use apps, including contact lists, task lists, custom lists, surveys, and calendars.
SharePoint Online: Working with Document Libraries	Document libraries allow you to subdivide content for specific projects. Explore libraries and how to create them, add files, configure lists, use version history, share and check out items, create alerts, and export lists and libraries.
Sharepoint Online: Working with Team Sites	SharePoint allows teams to work collectively to achieve better efficiency. Explore team sites, and discover how to add features, create site and Web Part pages, add content, customize site headers, edit links, and use the Recycle Bin.
Sharepoint Online: Building Web Pages	SharePoint offers sophisticated web page functionality, and once you master how, you can start building yours. Explore text formatting, the clipboard, structure, tables, images and videos, hyperlinks, and more.
SharePoint Online: Working with Blogs	Blogs are a fundamental method for sharing thoughts and transferring knowledge. Explore SharePoint blogs, and discover how to create posts and organize them, manage comments, and customize your blogs.
Skype for Windows: Sign-in and Setup	Skype lets you contact others using either text messages or video chat. Learn how to use Skype, including how to update your profile and status, protect your privacy, and connect to multiple accounts.
Skype for Windows: Chat Tools	Send instant messages via Skype chat! Let's look at how to send messages and files, format your messages, use screen sharing and Skype translation, configure message settings, and manage your conversation history.
Skype for Windows: Voice and Video Tools	Learn how to use Skype's voice and video tools! Here we show you how to use voice and video calling, call mobile or landline telephones, organize group chats, activate voicemail, and configure audio and video settings.
Skype for Windows: Managing Contacts	Discover how to manage your Skype contacts! Learn how to find, add, and remove contacts, change your contacts display, organize and filter contacts, and import/export backup copies of your Skype contacts.
Skype for Web	In addition to the computer application, Skype is also available as a web app. Learn how to use the Skype web app to make voice and video calls, share files, call mobile and landline phones, and manage your contacts.
Sway for Windows: Signing in & Creating Presentations	Sway can be used to easily create and share presentations, reports, newsletters, and more. Explore Sway, and discover how to create, copy, delete, and restore presentations.
Sway for Windows: Building Presentations	Build and enhance presentations with Sway. Discover how to make title and text cards; insert elements, such as images, videos, and charts; use themes; group cards; and add headings to Sway presentations.
Sway for Windows: Delivering & Publishing Presentations	Ready to delivery your Sway presentation? Discover how to use presentation mode and the different navigation styles; generate links to your presentation; and publish it to a blog, web site, or social network.
Shipping Lithium Batteries by Air	A wide range of electronic devices, including smartphones, laptops, tablets, and digital cameras, use lithium ion batteries. These batteries are classified as dangerous goods for transport purposes and are subject to special shipping regulations. In this course, you'll learn how to comply with US and international regulations when shipping lithium ion batteries by air. You'll learn how to package, mark, and label lithium ion batteries, and how to prepare the required shipping documents.
Information Security Awareness	Federal employees must be aware of the potential threats to the information systems they use in their daily work.. To do so, federal employees must understand how to adequately protect data that is collected, processed, and used by the agency, including personally identifiable information (PII). In this course, you'll learn about the threats to information systems and the responsibility of federal employees to protect information and ensure the secure operation of federal information systems.
Google Cloud Basics	Discover the characteristics that define cloud computing. Explore cloud types such as public and community, and also common cloud service models.
Google Cloud Design	Explore cloud design considerations related to storage, networking, and virtual machines, as well as high availability, load balancing, and cloud migration options.
Google Cloud Web Applications and Name Resolution	Explore web application, content delivery networks, and DNS name resolution will be covered. You'll also learn about cloud network connections through VPNs and dedicated links.
Americans with Disabilities Act: An Overview for Managers	The Americans with Disabilities Act (ADA) makes it unlawful to discriminate in employment on the basis of disability. As a manager, you play a key role in ensuring that your company complies with this law, and in promoting diversity and a culture of tolerance and respect in your workplace. In this course, you'll learn about your responsibilities for avoiding discrimination under the ADA and for responding appropriately to requests for reasonable accommodation. You'll also learn how complying with the ADA and supporting employees with different needs can benefit everyone in your organization.
Protecting the Rights of Minors on Campus	Institutions of higher education must provide a safe and healthy environment for minors involved in school-sponsored programs. This course provides background information to be considered when working with minors on campus. In this course, you will learn about general best practices for working with and safeguarding minors as well as reporting requirements for suspected abuse and other mistreatment.
Wage & Hour for Employees	As an employee, it's important to be familiar with how wage and hour laws affect you. In this course you will learn about wage and hour laws in the context of everyday life on the job. You'll also learn about the importance of accurately documenting your working time, and explore your responsibilities with regard to overtime. Finally, you'll learn what you should do if you have questions about wage and hour issues.
Wage & Hour for Managers	As a manager of employees who earn an hourly wage, it's important for you to be familiar with the basic principles of wage and hour law. Your knowledge of common pay-related issues will allow you to support your company's pay policies and minimize the risk of pay violations. This course addresses federal minimum wage requirements, pay for breaks and meals, overtime requirements, and recordkeeping responsibilities.
COMPLIANCE SHORT: Intellectual Property Protection	Being familiar with the various types of intellectual property â€" and the laws in place to protect ownersâ€™ rights â€" is critical for ensuring that employees use the companyâ€™s IP properly and avoid violating the IP rights of others.
COMPLIANCE SHORT: Cybersecurity 2	Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global.
COMPLIANCE SHORT: Protecting Human Rights	Governments and companies alike are becoming increasingly aware of the prevalence of human rights violations around the world, taking steps to prevent activities such as human trafficking, forced labor, and other forms of modern slavery. General employees need to have a basic understanding of what modern slavery is and how companies can implement strategies to help eliminate it.
COMPLIANCE SHORT: Accommodating Disabilities	Accommodating workers with disabilities removes barriers in the workplace for those individuals and reinforces the companyâ€™s ethical hiring practices.
COMPLIANCE SHORT: Protecting Customer Information	Because a companyâ€™s customer data can be among its most valuable assets, it is essential that all employees become familiar with their role in protecting it from loss, theft, or other misuse.

Course	Description
Angular 5 Material and Universal Components	Angular Material provides components for managing the user interface and Angular Universal allows apps to render server-side which can help with performance and SEO. Both components are powerful add-ons for Angular development.
API Gateways	In this course, you will learn about the different types of APIs and API gateways and how to build them.
API Management	This course introduces application programming interface (API) management. In this course, you'll learn about different API methods, publishing tools, logging, and track tools.
API Security	In this course, you'll be introduced to API security. You'll learn how to set up API keys, user pools, as well as control access. You will learn about custom authorizers, setting up requests, and stage variables.
Introducing UWP and Basic App Layouts	UWP provides many objects to build layouts that work on a variety of devices. In this course, you will be introduced to UWP, and you will learn about the different types of layouts that can be used to make rich user interface designs.
Adaptive App Design	UWP's specialty is being able to run the same app on many different platforms. In this course, you will learn how to use adaptive UI and adaptive coding to make apps that maintain maximum functionality on multiple platforms.
XAML App Controls	XAML provides many app controls that can be used to implement a variety of features. In this course, you will learn how to use XAML app controls in UWP apps to add functionality.
Introduction to Reactive Programming	In this course, you will be introduced to reactive programming concepts. You'll learn the basics of creating observable sequences using RxJava.
Reactive Programming Methods	In this course, you will be introduced to transforms, filters, and accumulators.
Configuration and Troubleshooting in RabbitMQ	RabbitMQ provides tools and plugins to monitor, debug, and troubleshoot message handling from the producer through to the consumer. In this course, you will learn how to configure and troubleshoot RabbitMQ queues.
Secure Programming for C/C++	In this course, you'll explore techniques for writing secure code, including how to use assertions, create defensible methods, write proper if and switch statements, use exceptions, and anticipate and handle errors in your C/C++ code.
Selenium IDE - Advanced Features and	In this course, you will learn how to use advanced features of Selenium IDE such as text patterns and variables. You will also learn about debugging with Selenium IDE.
vSphere 6.5 Monitoring and Compliance	Troubleshooting VMware vSphere 6.5 is aided by monitoring tools, host profiles, and storage policies. In this course, you will learn how to use the monitoring tools and configure host profiles and storage policies.
vSphere 6.5 Update Manager	VMware vSphere Update Manager is used to patch and upgrade your virtual environment. In this course, you will learn how to correctly use Update Manager to maintain hosts and virtual machines.
Lean Principles in Six Sigma Projects	This course covers the relationship between Lean and Six Sigma and introduces a few common Lean tools and techniques. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
FMEA and Design for Six Sigma	This course covers DFSS and FMEA methodologies and concepts, compares them to Six Sigma DMAIC, and covers how to prioritize process and design risks using FMEA. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Identifying Six Sigma Projects	This course covers key considerations for selecting Six Sigma projects and the methodology to apply to the selected project. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Voice of the Customer	This course covers effective concepts and tools for collecting and analyzing customer information and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma: Quality Tools	In this course, you will learn about charts and diagrams that are used by Six Sigma practitioners. The course covers Pareto charts, flowcharts, run charts, cause and effect diagrams, check sheets, scatter diagrams, and histograms.
Google Cloud Platform Fundamentals	Google Cloud Platform offers several solutions to streamline any enterprise while keeping costs low. This course covers these benefits, including how to navigate GCP and choose between the various data processing products it provides.
Heat Illness Prevention for Supervisors — Cal/OSHA	Heat-related illnesses can be life threatening, so it's crucial for supervisors to take the proper preventative actions and intervene appropriately to maximize workplace safety. This course equips supervisors to recognize the risk factors, signs, and symptoms of heat-related illnesses, and presents first aid guidelines for treating these illnesses. The course also explores supervisors' responsibilities for preventing and responding to heat-related illnesses, and outlines workplace high heat requirements.
Silica in General Industry	Silica exposure is a threat for approximately 2.3 million US workers and is especially dangerous for more than 100,000 workers who make up the nation's stonecutters, foundry workers, sandblasters, and rock drillers. Crystalline silica is classified as a human lung carcinogen and is known to cause respiratory diseases, including an especially damaging one — silicosis. Effective measures are available to protect workers from exposure and to reduce and prevent its potentially devastating health effects. It's important that employees recognize the potential hazards of silica exposure so they can protect themselves. This course covers hazard recognition, potential health threats, exposure prevention, and control, and is intended for employers and employees in general industry activities.
Silica in Construction	Silica exposure is a threat for approximately 2.3 million US workers and is especially dangerous for more than 100,000 workers who make up the nation's stonecutters, foundry workers, sandblasters, and rock drillers. Crystalline silica is classified as a human lung carcinogen and is known to cause respiratory diseases, including an especially damaging one — silicosis. Effective measures are available to protect workers from exposure and to reduce and prevent its potentially devastating health effects. It's important that employees recognize the potential hazards of silica exposure so they can protect themselves. This course covers hazard recognition, potential health threats, exposure prevention, and control measures and focuses on construction-specific requirements as promulgated in 29 CFR 1926.1153.
Hand and Power Tool Safety	Millions of workers in a variety of industries use handheld tools every day. While hand and power tools are useful to get the job done, they can turn a normal work day into a tragedy. In this course, you'll learn about the general basic safety rules when using tools. You'll also learn how to identify hazards and safety controls associated with hand tools. Then you'll be introduced to general safety guidelines as well as specific precautions for using power tools.
Google Cloud Network Components	Cloud networking borrows from traditional on-premises network configurations. Explore and configure Google Cloud network components.
Google Cloud Data Storage	Cloud storage is easily and rapidly provisioned in Google Cloud. In this module storage types are discussed along with methods of getting data into the cloud.
Google Cloud Virtual Machine Deployment	Discover Windows and Linux virtual machine (VM) deployment and explore how to connect to these VM instances for management purposes.
Google Cloud Virtual Machine	There are differnet methods for deploying virtual machines (VMs) Discover virtual machine deployment methods such as snapshots and templates, and explore VM cloning and instance groups.
Cloud Identity Management	Discover how to create and manage Google Cloud users and groups with Identity and Access Management.
Google Cloud Programmatic Access	Automation is the key to running repetitive management tasks. Explore Google APIs, PowerShell cmdlets and the gcloud command line tool.
Cloud Solution Management & Testing	Cloud solutions should follow a structured approach throughout their lifetime. Explore SDLC phases, ITIL, and various testing techniques.
Google Cloud Troubleshooting	Troubleshooting problems with deployed cloud services should be done with a structured approach. Discover a structured troubleshooting methodology for troubleshooting common problems.
CLI Cloud Resource Management	The gcloud and gsutil CLI tools can be used to deploy and manage Google Cloud resources and automate repetitive administrative tasks. Explore these Google Cloud tools.
Time Charging for Federal Contractors	Federal contractors must establish that the time they charge against a government contract is accurate and supported by appropriate documentation. Both employees and their organizations may risk penalties for any intentional misrepresentation of this information. This course will explore the importance of proper timekeeping and provide employees with recommendations for complying with labor charging requirements.
Introduction to Kubernetes	In this course, you will learn how to configure and use Kubernetes on a local machine.
Kubernetes on Google Cloud Platform	In this course, you will learn how to run Kubernetes on the Google Cloud Platform.
Kubernetes Concepts	In this course, you will learn the key concepts and controllers involved in Kubernetes, which will help you get an in-depth understanding of how it works.
Introducing Git	Being able to leverage the power of Git empowers software developers and streamlines the versioning process. In this course, you'll learn how to install and configure Git, explore different editors, and discover repositories and aliases.
Working with Git	GitHub is the web-based Git management system of choice for developers. In this course, you'll explore the features of GitHub, including branches and changes, commits, push, pull, and flow.
Working with GitHub	GitHub can be leveraged to provide powerful versioning for software projects. In this course, you'll explore GitHub workflow, requests, collaboration, and the GitHub Desktop application.
GitHub Extension for Visual Studio	GitHub is highly extensible; you can use several tools when working with it. In this course, you'll learn about the GitHub extension for Visual Studio, Visual Studio tasks, branches, and changes, and pull requests.
Application Life Cycle	An app's life cycle is important to define functionality, and designing around different events can make features better and more responsive. In this course, you will learn how to program around application life cycle events.
Data Access and Binding in Apps	Apps often use various data sources to provide users with rich content and experiences. In this course, you will learn how to use bindings to display various types of data in a UWP app.
Using Other Device Input Methods	On top of traditional methods, devices often provide many other types of input methods which can be used to create rich interactive user experiences. In this course, you will learn how to use a variety of these input methods.
Speech Input and Cortana	UWP provides easy access to speech APIs and Cortana, for use in creating voice interface features in UWP apps. In this course, you will learn how to use the speech synthesizer, recognize speech, and implement Cortana features.
Background Tasks and Reusable Components	On top of built-in app functionality, UWP provides features to build background tasks, app services, and reusable components that can interact with an app outside of the app. In this course, you will learn how to use these features.
Microservices Deep Dive	In this course, you will take an in-depth look at architectures for microservices, including software design patterns, inter-process communication, automation, and microservices in the real world.
Design Thinking Process	This course covers how we can adopt design thinking process to identify an approach of leveraging the collective expertise to build solutions.
Prototyping Design Thinking	In this course, you will learn how to model prototypes in order to demonstrate the capabilities of systems and solutions.
Need for Design Patterns and the Principles Guiding Design Patterns	This course will focus on identifying common coding flaws and the application of Object Oriented Principles in order to produce quality codes which adhere to the coding standards.
Managing Object Construction and Behavior Using Patterns	Object construction plays an important role in defining creational policies. In this course, you will evaluate the detailed and comparative benefits of using object construction and behavioral patterns to simplify logic.
Cloud Foundry Overview	In this course, you'll cover the components of Cloud Foundry along with the essentials of Cloud Foundry application and infrastructure management.
Six Sigma Project Management Essentials	This course covers essential project management tools used in a successful Six Sigma project and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Management and Planning Tools for Six	This course covers key management and planning tools used in Six Sigma projects and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Performance Metrics	This course covers Six Sigma performance metrics and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Team Dynamics and Performance for Six Sigma Projects	This course covers Six Sigma team roles and responsibilities, tools for effective team management, and strategies for overcoming challenges. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Process Documentation and Analysis	This course examines tools and techniques for modeling and analyzing existing processes, including process mapping, written procedures, and work instructions. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Probability and Statistical Distributions	This course covers calculating probability and introduces different types of distributions. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Data Classification, Sampling, and Collection	This course covers data types, measurement scales, data collection, and sampling techniques. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Statistics and Graphical	This course covers basic statistical tools for describing, presenting, and analyzing data, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Measurement Systems Analysis	This course covers measurement systems analysis tools and techniques, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Process and Performance Capability Measurement	This course covers Six Sigma process and performance capability measurement best practices, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Deeper through GCP Analytics and Scaling	The big data industry is getting bigger, and GCP has several management tools designed for common use cases. In this course, you'll be introduced to common concepts and use cases, including analytics tools and operations.
GCP Network Data Processing Models	You can create and manage an assortment of data processes and network models using GCP. This course will go through the various types, including using a GPU and TensorFlow to create and manage GPU and instances.
Google Cloud Dataproc	GCP provides fully managed cloud services for running Apache Spark and Hadoop. This course will introduce you to the concepts of cluster management with Dataproc, including machine types and workers.
Continued Dataproc Operations	Executing Dataproc implementations with big data can provide a variety of methods. This course will continue the study of Dataproc implementations with Spark and Hadoop using the cloud shell and introduce BigQuery PySpark REPL package.
APIs and Machine Learning	Machine learning and ML APIs are part of the Cloud ML engine. In this course, you'll learn about the various ML APIs and how to implement an app that uses the Vision API.
Dataflow Autoscaling Pipelines	Apache Beam, Cloud Dataflow, and Cloud Dataprep can be used to create data pipelines. In this course, you will learn how areas of Beam, Apache Beam SDK, Cloud Dataflow, and Cloud Dataprep assist in pipeline management.
GCP Engineering and Streaming Architecture	Feature engineering can be an essential tool in applied machine learning when enhancing a dataset. In this course, you will learn about concepts of feature engineering, including areas of streaming architecture and implementations.

Course	Description
Data Visualization and Predictive Analytics	This course outlines data visualization in Microsoft R, including basic principles and R functions used to create histograms, line plots, and bar charts. It also covers predictive analytics, including modeling techniques and key algorithms.
Hadoop Distributed File System	This course covers the HDFS architecture and its main building blocks. In addition, subjects such as data replication, communication protocols, and accessibility are introduced.
Hadoop Clusters	Clusters are used to store and analyze large volumes of data in a distributed computer environment. This course outlines the best practices to follow when implementing clusters in Hadoop.
Apache Hadoop on Amazon EMR	Hadoop can be used with Amazon EMR to process vast amounts of data. In this course, you'll get an introduction to using Hadoop with Amazon EMR.
Hadoop Maintenance and Distributions	Distributions provide performance and functionality enhancements over the base open source code Apache provides. In this course, you'll learn about the various distributions available and common maintenance tasks in a Hadoop environment.
Data Analysis Using Spark SQL and Hive	In this course you will learn about performing data analysis using Spark SQL and Hive. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Fire Safety and Prevention 2.0	Every year, workplace fires and explosions kill and injure people, and destroy many businesses. In this course, you'll gain an understanding of the elements required for a fire to start and learn ways to prevent fires in the workplace. You'll learn how to respond, including how to evacuate the premises, if there's a fire in your workplace. You'll also learn how to select and use a fire extinguisher.
Beryllium	Beryllium is used in multiple working environments, but exposure to beryllium can be a serious threat. It is a known carcinogen and exposure to it can cause serious pulmonary diseases. Working safely in the presence of beryllium requires an awareness of the risks it presents. In this course, you'll learn about the sources and routes of exposure, adverse health hazards, exposure controls, and medical surveillance to protect yourself.
Active Shooter 2.0	Active shooter situations have become more common, in public places and at work premises. This course will help you prepare to respond to an active shooter situation. You'll learn about typical characteristics of active shooter incidents, ways you can prepare now, and expert recommendations on how best to react when an attack is in progress. You'll also learn what to expect and how to react when law enforcement arrives.
Angular, Reactive, and Observable	Reactive programming is a programing paradigm that helps build responsive, scalable, and resilient applications. In this course, you will learn about reactive programming and the RxJS component.
Using Mouse, Touch, and Keyboard Input	User input is crucial to app development in order to allow users to interact with the app. In this course, you will learn how to use traditional input in a UWP app to create interactive features.
Notifications with Toasts and Tiles	Users won't always be in an app to check for updates, so sending them notifications is important to keeping them up to date. In this course, you will learn how to use different types of notifications for UWP.
Authentication and Identity Management	Security is an important consideration for every app that relies on external data. UWP provides many features for authentication and identity management, which help with security. In this course, you will learn how to use these features.
Introduction to Microservices	This course covers what microservices are, the architecture of microservices, and how we can build microservices using Spring Cloud components. You will also learn about the relationship between SOA, ESB, and microservices.
Managing Microservices and REST Architecture	In this course, we will learn the concepts of microservices management using Spring Cloud along with data management in microservices. This course will also introduce the REST architecture and various REST operations.
SOAP and Development of Microservices	This course covers SOAP and microservices development along with constructing discovery server with Eureka for microservices. You will also learn to configure message-driven POJO and various messaging operations using ActiveMQ.
Securing Microservices	In this course, you will learn about the concepts and tasks involved in securing microservices.
UI Patterns and Troubleshooting	This course covers the importance of UI patterns and the various troubleshooting techniques that are being used with microservices.
Microservices Architecture and Design Patterns	In this course, you will take an in-depth look at software design patterns for microservices. This includes pattern language for microservices, domain driven design, and strategies and best practices for creating successful microservices.
Microservices and Netflix	In this course, you will take an in-depth look at the Netflix microservices architecture in practice. This includes a look at components such as Eureka, Ribbon, Zuul, and Conductor.
Microservices Current and Future Trends	In this course, you will explore the current state of microservices. This includes coverage of tools and frameworks, current challenges, emerging trends, and some examples of microservice use in the real world.
Design Pattern Classification and Architectural Patterns	This course covers the classification of design patterns. You will learn to recognize architectural patterns and apply these patterns in various coding scenarios.
Selecting Structural Patterns for Simplified Designs	Code simplification leads to a better and reusable design. This course covers different ways of identifying and selecting the right structural pattern to simplify design solutions.
Basic Concepts of a Microservices Architecture	In this course, you will learn the basic concepts of the microservices architecture. The properties surrounding a distributed architecture will be covered. The advantages and disadvantages of microservices will also be evaluated.
Core Concepts of a Service-oriented	A Service-oriented architecture and microservices are different. In this course, you'll learn how a Service-oriented architecture (SOA) differs from microservices and the advantages that SOA provides.
Designing the Microservices Architecture	There is more than one design for microservices architecture. In this course, you'll learn about several architecture and design techniques that will provide a template for your microservices design phase.
Microservice Refactoring Patterns	There are different ways to refactor. In this course, you'll learn techniques to mitigate the risk and increase the success of the transformation from a monolithic architecture to a microservice architectural style.
Cloud Foundry Architecture	This course covers the internal architecture of Cloud Foundry and the internal request management.
Logging, Scaling, and High Availability	In this course, you will learn how to set up high availability, scaling management, and the logging mechanism in Cloud Foundry.
Exploring TestNG	TestNG is a testing framework inspired by JUnit and Nunit. It supports a wide variety of test categories. This course will introduce you to TestNG, including installing TestNG and installing and configuring Eclipse to support it.
Decoding TestNG in Detail	TestNG has various annotations and methods that can be used to create complex tests. In this course, you will explore these areas and more annotations, including groups and dependencies.
Certified Business Analysis Professional	Generally taken near the end of a program, Final Exam Certified Business Analysis Professional enables the learner to test their knowledge in a testing environment.
Six Sigma Exploratory Data Analysis	This course introduces some key tools used for exploratory data analysis in Six Sigma, and is aligned with ASQâ€™s 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Hypothesis Testing Fundamentals	This course introduces basic hypothesis testing concepts, terminologies, and some of the most commonly used hypothesis tests, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Hypothesis Tests for Variances and Proportions	This course covers advanced hypothesis tests used in Six Sigma, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Design of Experiments	This course covers key concepts of the Design of Experiments methodology, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Root Cause Analysis and Waste Elimination	This course covers common root cause analysis and waste elimination tools, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Cycle-time Reduction and Kaizen	This course covers common lean tools for cycle time reduction and continuous improvement, and is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Statistical Process Control Basics	This course introduces basic concepts in the Statistical Process Control methodology, including the selection of variables and rational subgrouping. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Control Charts	Improved processes must be monitored and controlled to ensure the gains aren't lost. This course teaches methods to select, create, and interpret control charts. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Six Sigma Process Control Tools	This course explores how Total Productive Maintenance (TPM) and The Visual Workspace can be used to control improved processes and maintain process gains. This course is aligned with ASQ's 2015 Six Sigma Green Belt Body of Knowledge.
Management & Leadership Essentials	Generally taken near the end of a program, Final Exam Management & Leadership Essentials enables the learner to test their knowledge in a testing environment.
Google Cloud Platform Storage and	Google Cloud Platform (GCP) offers several services for analytics and storage. This course introduces the storage, compute, and analytics concepts and how they are tied together.
Dataproc Architecture	Dataproc can be used to perform several operations when integrating platforms, including Pig and Hive. This course will dig further into Dataproc architecture while introducing the use of Pig and Hive.
Fundamentals of Big Query	BigQuery is an essential tool for any data analyst using Google Cloud Platform. This course will focus on BigQuery and describe several operations including multiple table queries, nested and repeated fields and building BigQueries.
Machine Learning with TensorFlow and Cloud ML	Cloud ML combines the Google Cloud Platform with TensorFlow to create models at scale. In this course, you'll learn about concepts behind TensorFlow and scaling, as well as training models locally and in the cloud.
Streaming Pipelines and Analytics	Streaming data pipelines require operations that are very different from batch operations. This course introduces data stream operations, analytics, and the Google Data Studio visualization tool.
GCP Big Data and Security	Complex operations require more managed and secure systems. This course will explore the use of Cloud Spanner and Bigtable to create more complex data service configurations and managing secure data infrastructure.
TestPrep SY0-501 CompTIA Security+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Regression Analysis	Regression analysis is a predictive modeling technique for investigating the relationships among variables. In this course, you'll learn about various Microsoft R regression analysis models, including linear, nonlinear, and logistic.
Decision Tree and Classification Analysis	This course covers key concepts regarding decision tree analysis and classification analysis using Microsoft R. Explore functions and techniques, including rxPredict, rxDForest, rxOneClassSvm, neural networks, and support vector machines.
Cluster Analysis and Ensemble Learning	This course covers key concepts related to cluster analysis using Microsoft R and the k-means clustering technique. It also covers ensemble learning for analysis, including random forest analysis.
Hadoop Ranger	Apache Ranger is used to provide data security across a Hadoop implementation. In this course, you'll learn about installing Ranger and Ranger authentication considerations, as well as customizing services to run Ranger alongside Hadoop.
Working with HDInsight Clusters	In this course you will learn about administering, provisioning, and configuring HDInsight clusters. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Managing HDInsight Data, Jobs, and Security	In this course you will learn how to manage HDInsight data, jobs, and security. The course is one in a series that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Batch Solutions with Hive and Apache Pig	In this course you will learn how to implement batch solutions with Hive and Apache Pig. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Operationalize and Design with Spark	In this course you will learn to operationalize and design batch solutions with Spark. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Interactive Queries with Spark SQL and Interactive Hive	In this course you will learn about implementing interactive queries with Spark SQL and Interactive Hive. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Interactive Processing using Apache Phoenix on HBase	In this course you will learn about performing interactive processing using Apache Phoenix on HBase. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Create Spark Streaming Applications	In this course you will learn how to create Spark streaming applications. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Develop Real-time Processing Solutions with Apache Storm	In this course you will learn how to develop real-time processing solutions with Apache Storm. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Android 7.0: Listening to Music	Android 7.0 has a music app from which you can play, add and manage your music collection. Learn how to listen to and organize music, as well as navigate and configure Google Play Music.
Android 7.0: Configuring Devices	Your Android 7.0 device is highly customizable, so you can use it how you want. Learn about changing your connection, device, and user settings, and protecting your device. Explore permissions, Bluetooth, notifications, and battery saving.
Box for Web: Signing In & Setting Up	Box allows users to save files online and share them with others. Discover how to sign in to the service, manage your settings and storage, and protect your account.
Box for Web: Using the Storage Tools	Use Box to efficiently work with your files and documents. Explore viewing and creating documents, importing files or folders, and copying and syncing files to your device.
Box for Web: Organizing Files	Get organized by taking advantage of Box's organizational features. Discover how to find and organize files, create, delete and use folders, and how to manage files with tags.
Box for Web: Sharing Files	Share files with friends and colleagues using Box. Discover how to share and lock documents, manage your share settings, and comment on documents.
Box for Web: Managing Users & Group Permissions	As a Box administrator, you can create users and groups to manage your company's file storage settings and permissions. Learn how to create and manage users, configure your company's Box setup, and generate reports.
Dropbox for Web: Signing In & Setting Up	Dropbox allows users to save files online and share them with others. Discover how to create an account, sign in, manage settings and storage, and protect your account.
Dropbox for Web: Using the Storage Tools	Use Dropbox features to efficiently work with your files and documents. Explore importing files or folders, downloading and printing, as well as locating, deleting, and restoring document versions.

Dropbox for Web: Organizing Files	Get organized by taking advantage of Dropbox's organization features. Discover how to create and delete folders, use folders to sort and organize your files, and use the syncing tools to access your documents more easily from your computer.
Dropbox for Web: Managing Dropbox Teams	As a Dropbox administrator, you can add licenses to your account and invite users to use the file storage tools. Learn how to create user groups, configure your organization's Dropbox and visual identity, and generate activity reports.
Dropbox for Web: Using the Collaboration Tools	Dropbox offers a suite of collaboration tools to share and work on documents with other members of your team or organization. Find out how to create new documents in Dropbox Paper, share and edit documents, and add and manage comments.
Pages for Facebook Business: Setting Up a Page	Facebook Pages are great way to promote and grow your business, brand, charity, or products. Find out how to create a new Page, add contact information and profile images, and manage Page administrators, restrictions, and notifications.
Pages for Facebook Business: Creating Page Posts	Create compelling content to engage your Page audience. Learn how to use the different types of post, add photos, slideshows, and live videos, and draft and schedule posts to keep your Page active and dynamic.
Pages for Facebook Business: Building your Page Reach	Grow your Page reach, by learning how to create Page Milestones to tell your story, how to add a call-to-action button to make interactions easy, and use Page insights to analyze engagement and content reach.
Facebook Workplace: Signing In & Setting Up	Workplace is Facebook's enterprise solution for online collaboration and communication. Find out how to accept an invitation to use Workplace, how to set up and configure your account, and begin finding and following coworkers.
Facebook Workplace: Posting Updates	Much like Facebook, a key feature of Workplace is the ability to post updates to your network. Find out how to post updates, share different types of files, and how to find and react to coworkers' updates.
Facebook Workplace: Using Groups	A group in Workplace centralizes subject- or team-specific discussions. Discover how to create and join groups, how to start conversations and share files with coworkers, and how to moderate and administer the groups you manage.
Facebook Workplace: Using the Photo Tools	Workplace makes it easy to share photos with your coworkers. Discover how to work with photos, including how to create and manage photo albums, add information and tags to photos, and share your photos and photo albums.
Facebook Workplace: Using the Private Communication Tools	Workplace provides numerous ways for you to communicate with others. Discover how to use Work Chat to send messages, chat in real-time with coworkers, and make voice and video calls.
Facebook Workplace: Creating & Organizing Events	Workplace events are an ideal way to manage meetings and plan company events and activities. Discover how to use the event calendar, create and manage events, view and edit event details and activity, and respond to event invitations.
Facebook Workplace: Administering a Workplace Network	As a Workplace administrator, you have control over your company's organizational network. Find out how to invite coworkers to begin using Workplace, how to manage individual user and group permissions, and how to customize your network.
Google Docs: Getting Started	Google Docs is a web-based word processing application from Google. Discover how to access the application, explore the interface, navigate documents, use keyboard shortcuts, customize interface elements, and work with add-ons.
Google Docs: Creating, Opening & Saving Documents	Discover how to work with documents in Google Docs. Learn how to create, open, modify, save, and print documents; use templates and tools; and convert a document to a PDF or HTML page.
Google Docs: Editing Documents	Google Docs includes a number of tools and features for editing your documents. Explore different ways to input and manipulate text in a document, and discover how to use spell-check, automatic substitution, and the dictionary.
Google Docs: Formatting Documents	There are numerous ways to improve the appearance of text in Google Docs documents. Discover how to use alignment, colors, fonts, styles, titles, columns, and bullet-point lists to alter the appearance of documents.
Google Docs: Shaping & Formatting Documents	Make documents easier to read by changing the layout. Discover how to format documents by adding page breaks, page numbers, headers/footers, footnotes/endnotes, table of contents, bibliography, and an index.
Google Docs: Using Table Tools	An effective way to present data in Google Docs is in a table. Discover how to add and delete tables, insert and delete columns and rows, modify column and row size, and apply formatting to tables.
Google Docs: Creating Graphics & Diagrams	In a technical document, a diagram and/or chart is a good way of explaining your point. Discover how to insert and format diagrams, shapes, charts, and flowcharts in Google Docs.
Google Docs: Illustrating Documents	With Google Docs, you can emphasize a particular element of your document using images. DiscoverÂ how to insert, format, and modify images; work with hyperlinks; and insert equations in your documents.
Google Docs: Sharing & Collaboration Tools	Google Docs makes it easy for others to work on a document with you at the same time. Discover how to share and manage access to completed documents, and how to use the collaboration tools to manage multiple users for a document.
Google Forms: Creating Forms	With Google Forms, you can create and distribute forms and surveys of all conceivable kinds. Discover how to create forms with Google Forms.
Google Forms: Sharing & Completing Forms	Google Forms provides the ease of creating forms and surveys online where multiple people can work simultaneously. Discover how to share and complete forms with Google Forms.
Google Forms: Viewing & Analyzing Results	Google Forms can be used in various ways, such as polls, quizzes, and event registrations. After creating and distributing forms, you will want to review the responses. Discover how to view and analyze results with Google Forms.
Google AdWords: Setting up Ad Campaigns	Google AdWords is Google's suite of online advertising tools, used by people to prepare copy, run ad campaigns, and boost revenue. Find out how to sign in to Google AdWords, understand the ads interface, and create your first campaign.
Google AdWords: Creating Ads & Ad	Once you've put together your ad campaign, learn how to set up your ad, develop it with extensions, and experiment with variations, drafts, and device settings to get the most out of your campaigns.
Google AdWords: Using Audience, Placements & Keywords	To ensure that your ads are successful learn to explore and manipulate the different types of data in Google AdWords. Find out how to use topics, keywords, and placements, and track location data and audience demographics.
Google AdWords: Analyzing Ads & Campaigns	In Google AdWords, you can start analyzing the huge amount of data pulled in on your ads. Learn to view and analyze trends and metrics in your data reports, and stay on top of campaign activities with predefined and customizable dashboards.
Google AdWords: Managing Accounts & Settings	Customize your AdWords account in a variety of ways. See how to add users to your account, personalize notifications, and connect AdWords to your Google Analytics account to better analyze data and take your campaigns to the next level.
Google Analytics for Web: Creating & Managing Properties	Activating Google Analytics for your website is a great way for measuring and analyzing its performance and audience. Find out how to activate Google Analytics, how to manage accounts, properties, and views, and how to set up goals and alerts.
Google Analytics for Web: Analyzing Audiences & User Behavior	In Google Analytics, you can get information on your website's audience and behavior. Find out how to track what your users are doing on your website, how to analyze user location and language, and how explore user behavior, flow, and page use.
Google Analytics for Web: Using Dashboards & Reports	Google Analytics lets you stay on top of your website's audience and activity. See how to create, edit, and share custom dashboards, how to import predefined dashboards, and how to export your data in a variety of different reports.
Google Drive: Getting Started	Google Drive is a cloud-based storage solution that allows you to store and access files. Explore Google Drive, and discover how to work with its storage tools.
Google Drive: Organizing Documents	Explore methods of keeping organized with Google Drive, including how to sort, filter, and search for files. Also, discover how to use and manage folders for better organization.
Gmail for Web: Signing In & Setting Up	Before you start sending and receiving emails in Gmail, learn how to sign in for the first time, navigate the interface, and manage and protect your accounts.
Gmail for Web: Sending & Receiving Emails	Become familiar with Gmail's functions such as sending, receiving, forwarding, and saving your emails. Also learn how to send and open attachments, modify send settings and create an out-of-office reply.
Gmail for Web: Formatting Emails	Discover the many ways to personalize your emails in Gmail with emojies, signatures, images and videos, and various formatting techniques.
Gmail for Web: Organizing Emails	Professional or personal, it's important to keep your Gmail inbox organized. Learn how to manage your emails by creating labels and filtering out unwanted emails and spam.
Gmail for Web: Using the Contact Tools	A key feature of Gmail is the integration with Google Contacts. Learn how to add to, manage, and organize your contacts list.
Gmail for Web: Using the Calendar Tools	Learn how to create events and reminders and manage and personalize your Google Calendar, an app that integrates with Gmail.
Google Gmail for Web: Customizing Gmail	Discover how you can customize your Gmail to fit your needs. Learn to add and manage tasks, configure your inbox and email display, and automate forwarding and delegation.
Google Hangouts for Web: Hangouts in Gmail	Google Hangouts allows you to stay in touch with your contacts via instant messaging as well as voice and video calls. Explore Google Hangouts in Gmail and how you can participate in chats and share media.
Google Hangouts on the Web	Google Hangouts allows you to connect with others and share various media. Explore Google Hangouts, create conversations, participate in group chats, and more.
Google Hangouts for Android: Hangouts on Android	Access Google Hangouts via your Android device. DiscoverÂ how to access and use Google Hangouts on Android, from conversations and video calls to organizing contacts.
Google Hangouts on iOS	Use your iOS device to access Google Hangouts. ExploreÂ Google Hangouts on iOS, and discover how to create a conversation, take part in a group chat, make a video call, and more.
Google Hangouts Meet: Using Hangouts Meet on the Web	Hangouts Meet is Google's streamlined video conferencing service for businesses. Learn how to sign in, how to schedule and join meetings, and how to configure your audio, video, and conversation tools to get the most out of the service.
Google Hangouts Meet: Using Hangouts Meet for iOS	With the Meet app for iOS, you can schedule and join your Google meetings, even when on the go. Find out how to sign in and use the app, how to start a new meeting, and how to use the conversation tools once everyone has joined.
Google Slides: Getting Started	Google Slides is a cloud-based presentation app, used for creating stunning presentations. Discover how to get started with Google Slides, from navigation to customization.
Google Slides: Creating & Managing Presentations	It's time to make a presentation.Â Discover how to create and manage presentations with Google Slides, as well as how to import presentations, use templates, and print your presentation.
Google Slides: Building & Structuring Presentations	There is a number of ways you can modify your presentation in Google Slides. DiscoverÂ how to build and structure presentations, from inserting and organizing slides to working with master slides.
Google Slides: Saving & Exporting	Once created, you will want to save your presentation. Discover how to save and export presentations with Google Slides, and also explore document protection and recovery.
Google Slides: Inserting & Formatting Text	A major component of a presentation is text. Discover how to insert and format text with Google Slides, including copy and paste, searching, working with color, and formatting paragraphs.
Google Slides: Inserting & Formatting Tables	Using a table can be an effective way of displaying information in a presentation. Discover how to work with table tools, including inserting and deleting items, resizing rows and columns, and formatting tables.
Google Slides: Illustrating Presentations	A professional lookingÂ presentationÂ typically contains more than just text. Discover how to illustrate presentations, including inserting shapes, organizing items, working with media, and adding hyperlinks.
Google Slides: Preparing & Delivering Slideshows	Complete your Google Slides presentation by adding some finishing touches. Discover how to prepare and deliver slideshows, including adding animation and speaker's notes, and using slide show mode and presenter tools.
Google Slides: Sharing & Collaboration	Google Slides lets you easily share your document with others.Â Discover how to share and collaborate, including publishing online, working with other users, and participating in discussions.
Google Sites for Web: Creating Sites	Like any Google service, to begin using Google Sites you'll need to sign in to your Google account. Once signed in, you'll need to get to grips with the Google Sites interface, learn how to create new sites, and begin adding pages.
Google Sites for Web: Creating Site Content	To get your content into your Google site, you're going to need to know how to add text, titles, and headings. Add hyperlinks, images from a variety of different sources - online and off - and customize them to illustrate your content and make your website more dynamic.
Google Sites for Web: Integrating & Embedding Web Content in Sites	Bring your site to life with rich embedded content, including online videos, calendar events, Drive files, and Maps addresses. Google Sites' deep integration with Google's other services means you can pull content in from all over the web.
Google Sites for Web: Sharing & Publishing Sites	Make your Google Sites creation a team effort with the sharing and collaboration tools. Designate site editors, build the site in real-time with other team members, and preview it across different platforms before publishing.
Google Team Drives: Using the Storage Tools	Google Team Drives is a cloud-based, team-focused storage solution designed to help you store and collaborate on files within your organization. Learn how to create new teams, add storage spaces, and import and create files.
Google Team Drives: Organizing Documents	Explore methods of keeping organized with Google Team Drives, including how to sort, filter, and search for files. Learn how to use and manage folders for better organization, and configure your Google Team Drives settings.
Google Sheets: Getting Started	Google Sheets is a web-based spreadsheet program from Google. Discover how to access the application, explore and customize the interface and spreadsheet view, and work with add-ons.
Google Sheets: Creating, Opening & Saving Documents	Get started working with Google Sheets documents. Discover how to create, open, import, save, and protect your spreadsheets, as well as how to export, download, and print your documents.
Google Sheets: Inserting & Manipulating Data	Spreadsheets in Google Sheets are of little value without data. Discover how to insert, delete, copy, and move data; work with columns and rows; insert drop-down menus; avoid duplicate values; and validate your data.
Google Sheets: Formatting Data	You can improve the appearance of your data using the formatting tools in Google Sheets. Discover how to work with data types, apply color, align text, resize columns and rows, and use conditional formatting formulas.
Google Sheets: Illustrating Documents	Spreadsheets in Google Sheets do not have to contain only data. Explore various methods for inserting images, including how to create, insert, and edit drawings, as well as how to add hyperlinks.

Title	Description
Google Sheets: Finding, Sorting & Filtering Data	There are times you may only want to work with particular data in a spreadsheet. Discover how to use the Google Sheets tools to find and replace data, sort data, and use filters and filter views to display only specific data.
Google Sheets: Referencing Data	A reference tells Google Sheets which cell or cells contain the needed values. Discover absolute, relative, and indirect cell references; how to use data from several sheets; and how to create data ranges and constant values.
Google Sheets: Basic Formulas	Manipulate data and perform calculations using formulas in Google Sheets. Discover how to select and use formulas; copy formulas; perform ranking, counting, and rounding; use replacement formulas on text; and generate random numbers.
Google Sheets: Charts & Graphs	Display your data visually using the built-in charting features in Google Sheets. Discover how to create, insert, label, format, and publish charts, as well as how to use Sparklines.
Google Sheets: Pivot Tables	Analyze data efficiently using the built-in features of Google Sheets. Discover how to work with pivot tables, including formatting, sorting, filtering, adding calculated fields, and copying and exporting pivot tables.
Google Sheets: Conditional Formulas	Conditional formulas let you perform a calculation on a range of values by specifying criteria that data must meet. Discover how to use the built-in conditional formulas and how to create your own conditional formulas in Goggle Sheets.
Google Sheets: Solving Complex Problems with Formulas	Discover how to use Google Sheets for common tasks like calculating the interest on a loan, comparing loans, creating automatic reports, and finding and managing duplicate values in your documents.
Google Sheets: Extracting Information with Formulas	Google Sheets includes built-in formulas to extract and analyze data. Discover how to work with some of these formulas on both data and text values, and how to use LOOKUP and VLOOKUP.
Google Sheets: Sharing & Collaboration Tools	Easily share spreadsheets with your colleagues using Google Sheets collaboration features. Discover how to share documents with others via email and online, and how to best work with others on the same document.
Instagram for iOS: Sign-in & Setup	Instagram is an app that empowers you to share pictures and videos instantly. Discover how to sign-in and setup Instagram, from account creation to configuration.
Instagram for iOS: Sharing Photos & Posts	Instagram makes sharing photos and videos online simple. Discover how to share photos and posts, including videos, post management, commenting, and messaging.
Instagram for iOS: Editing & Tagging Photos	Improve the quality of your photos with Instagram tools. Discover how to edit and tag photos, including cropping and resizing, filters, hashtags, and locations.
iOS 11: Setting Up & Using your iPad	iOS 11 brings new features and apps to your iPad. Master your iPad's touch gestures and virtual keyboard, customize your theme, widgets, and notifications, and use your home and lock screens, as well as the new Control Center and Files app.
iOS 11: Installing & Managing your iPad Apps	The App Store gives you access to a huge number of apps for your iPad. Discover how to find, download, and install the app you're looking for, manage your device's installed apps, and use the multitasking tools in iOS 11.
iOS 11: Using your iPad Communication	iOS 11 for iPad offers a full suite of communication tools. Discover how to manage your address book, send and receive emails, and make Facetime calls with a minimum of fuss.
iOS 11: Using the iPad Notes & Calendar	Keep your life in order with your iPad's notes and calendar tools for iOS 11. Create notes, add events to your calendar, and set up reminders to help you stay organized.
iOS 11: Using Safari for iPad	Surfing the web is easy with Safari for iOS 11. All the tools you need are here, including touch gesture browsing, multi-tab surfing, and website favorites.
iOS 11: Using the iPad Camera & Photo Tools	iOS 11's Camera and Photos apps puts powerful photo and video editing capabilities in the palm of your hand. Take and edit your photos, and build your own slideshows and albums on the fly to showcase your favorite moments and experiences.
iOS 11: Listening to Music & Podcasts on your iPad	Whether you want to listen to the newest tunes or catch up on that latest podcast everyone's talking about, iOS 11 has you covered. Browse your music library, create playlists, and download tracks and episodes of your favorite shows.
iOS 11: Finding and Sharing Information with your iPad	With iOS 11 and Siri, your virtual assistant, all the information you need is at your fingertips. Learn to control your device with your voice, pull up and share information in the blink of an eye, and customize how Siri behaves.
iOS 11: Using the Maps Application	Never be lost again with the Maps application for iOS 11. Get directions wherever you are, pull up data on your surroundings, and save your favorite locations and addresses.
iOS 11: Customizing your iPad Settings	Configuring and customizing your iPad couldn't be easier with the iOS 11 Settings and Control Center. Toggle connectivity features, optimize your device's battery life, and activate accessibility tools to improve your iOS 11 experience.
iOS 11: Protecting & Backing Up your Data	Protecting your personal data is essential in this ultra-connected world. Discover how to manage your Apple account, put in place powerful security measures, stop apps from harvesting your personal and geographic data, and reset your iPad.
iOS 11: Using iOS for iPhone	iOS 11 for iPhone offers a new user experience on your iPhone. Discover new touch gestures, how to use your phone's messaging and call tools, and how to share your data with other devices. Explore the new Health application and SOS feature.
iOS 11: Using iOS for iPad Pro	iOS 11 brings a wealth of additional features to your iPad Pro. Find out how to multitask like a pro, control your device with the Smart Keyboard, and use the Apple Pencil to create notes, annotate files, and sign documents.
Join.me for Windows: Signing In & Setting Up an Account	Join.me is a powerful online meeting and video conferencing app, that combines a web interface and a lightweight desktop app. Discover how to sign in to Join.me, how to download the desktop app, and how to configure your profile and account.
Join.me for Windows: Organizing, Hosting & Joining Meetings	Hosting and managing meetings is simple with Join.me. Discover how to schedule and start meetings in a variety of different ways, and find out how to join meetings as a guest or invited participant.
Join.me for Windows: Using the Meeting Tools	Join.me offers a range of tools for collaborating with others once in a meeting. Learn how to use the communication and annotation tools, share documents, applications, or your screen, and create recordings of everything covered in your meeting.
Microsoft Excel 2016 for iPad: Using Formula Tools	A major benefit of a spreadsheet is the ability to perform calculations on its data. Discover how to use Excel for iPad's Function Library, and work with formulas to count cells, perform rounding and ranking, and locate duplicates.
Microsoft Office 365 Forms: Creating Forms	With Microsoft Forms, you can create and distribute forms, surveys, and quizzes of all conceivable kinds. Discover how to create forms with Microsoft Forms.
Microsoft Office 365 Forms: Sharing & Completing Forms	Microsoft Forms provides the ease of creating forms, quizzes, and surveys online, where multiple people can work simultaneously. Discover how to share and complete forms with Microsoft Forms.
Microsoft Office 365 Forms: Viewing & Analyzing Results	Microsoft Forms can be used in various ways, such as polls, quizzes, and event registrations. After creating and distributing forms, you will want to review the responses. Discover how to view and analyze results with Microsoft Forms.
OneDrive for Business 2017: Signing in & Setting Up	OneDrive for Business, part of Microsoft's Office 365 package, is used to store files to work on or share. Explore how to get started using OneDrive for Business, including the interface and available tools, and how to customize your account.
OneDrive for Business 2017: Using the Storage Tools	One of the main benefits of using OneDrive for Business is working with files online. Discover how to create, edit and import files, sync files on your computer, and share files with other users in order to work together online.
OneDrive for Business 2017: Organizing	To be productive, you need to keep your files organized. Discover how to sort and filter files, and create, delete, and organize folders in OneDrive for Business.
Microsoft PowerPoint 2016 for iPhone: Creating & Opening Presentations	Create your slides, and finesse them like a pro. Discover how to use PowerPoint for iPhone to create and open presentations, work with shared documents, and print and share your slides.
Microsoft PowerPoint 2016 for iPhone: Building Presentations	Bring your presentations to life with PowerPoint for iPhone. Explore design customization, inserting and moving slides, inserting text, and copying and pasting.
Microsoft PowerPoint 2016 for iPhone: Formatting Presentations	Presentations are more effective when they have visual impact. Explore the ways you can polish your presentation, from working with color and fill effects to text alignment and lists.
Microsoft PowerPoint 2016 for iPhone: Illustrating Presentations	A picture speaks a thousand words, but why stop there? Explore the graphic elements of PowerPoint for iPhone, including working with tables and shapes, manipulating images, and adding hyperlinks and videos.
Microsoft PowerPoint 2016 for iPhone: Preparing & Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. Discover how to prepare and deliver your slideshow, including working with animations and slide transitions, Slide Show mode, and the Presenter notes and tools.
Publisher 2016 for Windows: Creating, Opening & Saving Publications	Publisher 2016 is the desktop publishing application in Microsoft's Office 2016 suite of tools. Find out how to get started with the application, and begin creating, saving, and sharing your publications.
Publisher 2016 for Windows: Editing Publications	Publisher 2016 allows you to quickly create visually attractive publications that combine text, illustrations, and other design elements. Find out how to insert and format text, stylized WordArt graphics, and document properties.
Publisher 2016 for Windows: Designing & Structuring Publications	Publisher 2016 offers tools to control your publication. Learn how to insert and organize pages, unify your document's appearance with master pages, headers and footers, and page backgrounds, and insert catalogs and indexes.
Publisher 2016 for Windows: Illustrating Publications	Add some visual flair to your publications with the illustration tools in Publisher 2016. Learn how to insert shapes, tables, and images, add building blocks and embedded objects, and create hyperlinks to websites, files, and email addresses.
Publisher 2016 for Windows: Using the Merge Tools	Import or create tables of data and design publications with Publisher 2016's merge tools. Learn how to create, import, and manage your data entries, arrange data and image fields in a publication, and use the output to create new documents.
Publisher 2016 for Windows: Configuring the Application	Every aspect of your Publisher 2016 application, from interface and language to input and save options, can be customized. You can also sign in to your associated Office and storage accounts to add new services to the application.
Microsoft Word 2016 for iPhone: Creating, Opening & Saving Documents	To get the most out of Word for iPhone, you need to understand the interface and how to access the tools. Explore the interface and ribbon, discover how to add a cloud service, and learn how to create, open, save, and print a document.
Microsoft Word 2016 for iPhone: Editing Documents	Editing your documents, even on your iPhone screen, is easy with Word for iPhone. Discover how to select and manipulate your content, find and replace text, and perform a word count and spell check.
Microsoft Word 2016 for iPhone: Shaping & Formatting Documents	With Word for iPhone, you can format your text with the paragraph tools, organize your data lists with bullets and numbers, and even add page numbers, footnotes, and headers and footers to give structure to your documents.
Microsoft Word 2016 for iPhone: Adding Graphics to Documents	Reinforce concepts or grab a reader's attention by making Word for iPhone documents more visually appealing. Discover how to insert and work with images, tables, charts, diagrams, and hyperlinks.
Microsoft Word 2016 for iPhone: Using Collaboration Tools	Word for iPhone makes it easy for others to collaborate with you on your documents. Learn how to share your files via email or a cloud service, use the track changes tool, and add comments and annotations to your documents.
Firefox 50: Browsing the Web	Firefox is a web browser developed by Mozilla, and available on various operating systems, including Windows and macOS. Find out how to surf the web, how to use tabbed browsing, and how to download the files you find.
Firefox 50: Searching the Web	Firefox offers a number of different tools to simplify searching for information on the web. Discover how to perform basic searches, how to customize the search function, and how to use the Quick Find and in-page search tools.
Firefox 50: Saving & Bookmarking Websites	Firefox lets you keep track of your browsing history, save websites, or share information with your contacts. Find out how to save and open your favorite sites, use the browser history, and get information via the integrated RSS tool.
Firefox 50: Browsing Securely & Safely	Browse securely and safely with Firefox 50. Explore how to save your passwords, block site popups, and protect your data.
Firefox 50: Customizing the Browser	Firefox makes it easy to tailor your browsing experience. Discover how to customize the browser's toolbars, appearance, and download settings, as well as how to install extensions, make it your default browser, and how to manage plug-ins.
Microsoft Office 365 Groups: Creating, Joining & Managing Groups	Collaborate and find your efficiencies with Office 365 Groups. Discover how to create, join, and manage groups with Office 365 Groups.
Microsoft Office 365 Groups: Group File Sharing	Office 365 Groups offers a number of ways to share information with teammates. Discover how to add hyperlinks, tables, images, and attachments to a message; edit and share a document, and view shared group files.
Pinterest for Web: Finding Pins & Sharing Boards	Pinterest is a web-based media platform for managing images and other media content. Explore Pinterest, and discover how to create and manage your account, and find pins, boards, and friends on the platform.
Pinterest for Web: Adding & Sharing Pins	Pins are used in Pinterest to share related content with other users. Find out how to create boards to organize your pins, add new pins from your browser or device, and share content via your inbox and an embeddable widget for your website or blog.
Pinterest for iOS: Using Pinterest for iOS	The Pinterest app for iPhone offers a number of features for adding and sharing pins on the move. Learn how to find, open, and configure the app, use the mobile-specific touch gestures, and save pins to your boards.
Twitter for iOS: Signing In & Setting Up	Want to use Twitter on your iOS device? Learn how to sign in to the Twitter app; edit your profile and account settings; explore the interface; use keywords, hashtags, and the search feature; and manage feeds and notifications.

Course	Description
Twitter for iOS: Following Users	Following a user lets you receive that user's tweets. Discover how to follow a user; import and manage contacts; flag, report, and block users; and manage your Twitter lists.
Twitter for iOS: Sending Tweets	A tweet is a short message posted to Twitter and is visible to anyone following your profile. Discover how to send and manage tweets, reply to and like tweets, retweet an original tweet, protect content, and interact with other users.
Twitter for iOS: Sharing Photos & Videos	Text is not the only thing you can post in Twitter. Discover how you can create tweets using images, photos, and videos.
Twitter for Web: Signing In & Setting Up	Want to get started using Twitter? Discover how to create a new Twitter account, edit your profile, explore the interface, and manage your Twitter feed.
Twitter for Web: Following Users	Following a user lets you receive tweets from that user. Discover how to follow a user, import and manage contacts, block and report users, and manage your Twitter lists.
Twitter for Web: Sending Tweets	In Twitter, it's all about the tweets. Discover how to send, reply to, and like tweets; use tweets to interact with other users; send private tweets; post tweets on Facebook; and insert content other than text into a tweet.
Twitter for Web: Finding Content	Want to locate specific content on Twitter? Discover how to use keywords, hashtags, and the search feature; add your location to a tweet; and search in Twitter's directory.
Twitter for Web: Configuring the Service	Twitter includes a number of settings for personalizing your account. Discover how to change your your email, password, and privacy settings; change your account theme; and create a Twitter widget for a web page or blog.
Twitter for Professionals: Promoting a Business & Engaging with Users	Connect with users and promote your business on Twitter. Learn to identify trends, use hashtags effectively, deploy business-specific features and call-to-action buttons, and interact with Twitter users in meaningful and engaging ways.
Twitter for Professionals: Analyzing Audiences & User Behavior	With Twitter Analytics, you can get detailed information on how users are interacting with your tweets. Find out how to analyze global trends and engagement, explore audience metrics, and track tweet interaction and conversion events.
Twitter for Professionals: Using Twitter Media Studio	Twitter Media Studio is your one stop shop for managing your multimedia activities on Twitter. Learn how to upload videos, GIFs, and images, share and schedule tweets, and keep track of your audience engagement and interactions.
Windows 10 Fall Creators Update: Navigating in a Desktop Environment	To get the most out of Windows 10, you need to know how to navigate its interface. Discover how to access folders, documents, and program shortcuts; use the taskbar and notification area; and lock, log off, and shut down Windows.
Windows 10 Fall Creators Update: Using Windows	A window is the container that displays documents, files, and applications. Discover how to open, close, and hide windows; move, resize, and manage multiple windows; and use scrollbars in Windows 10.
Windows 10 Fall Creators Update: Accessing & Managing Files	Organize and access your personal files in Windows 10. Explore the Start menu and File Explorer. In addition, discover how to use folders and libraries to organize files, and the search function to locate files.
Windows 10 Fall Creators Update: Using Cortana	Cortana is the personal assistant in Windows 10 and is accessed via keyboard or voice recognition. Discover how to customize and use Cortana to help locate documents, manage your calendar, translate phrases, and create ink reminders.
Windows 10 Fall Creators Update: Installing & Using Windows Universal Apps	Browse and download apps with the Windows Store application in Windows 10. Discover how to configure and use the Windows Store. Also, explore some Windows 10 apps, including Calculator, Weather, Maps, and Voice Recording.
Windows 10 Fall Creators Update: Using Screenshot Tools	It's easy to create an image of what is displayed on your screen. Discover how to use and customize the Windows 10 Snipping Tool, edit and work with screenshots, and create a tutorial using the Steps Recorder tool.
Windows 10 Fall Creators Update: Managing Program & Files Types	Adjust how programs and devices in Windows 10 react when used. Discover how to associate a file type with a specific program, manage settings for devices, change default programs, and use Task Manager to close an unresponsive application.
Windows 10 Fall Creators Update: Protecting & Backing up Data	To prevent data loss, you should always protect and back up your data. Discover how to work with external devices for backing up and restoring data, create restore points, and use Windows Defender to protect your computer.
Windows 10 Fall Creators Update: Customizing System Appearance	Windows 10 lets you customize many of the interface items. Discover how to use Tablet mode; customize the Start menu, taskbar, and desktop icons and background; add and remove toolbars; and configure date, time, and sound alerts.
Windows 10 Fall Creators Update: Configuring & Optimizing a System	Keep Windows 10 running its best. Explore optimization techniques, including working with the Control Panel, Task Manager, and Resource Monitor; creating and using tasks; and managing disk space.
Windows 10 Fall Creators Update: Configuring & Using Peripheral Devices	Let Windows 10 handle your peripheral devices. Discover how to configure and manage audio devices, customize mouse settings and mouse cursor, and use the Windows Ink Workspace for sketches and annotations.
Windows 10 Fall Creators Update: Ease of Access and Accessibility Tools	Windows 10 includes a number of tools to make it accessible to everyone. Discover how to activate and use the Windows 10 accessibility tools to assist users with physical, visual, and hearing impairments.
Windows 10 Fall Creators Update: Managing User Accounts	In many cases, multiple users share the same computer. Discover how to add, configure, and manage user and family accounts; create and manage passwords; and configure Family Safety settings in Windows 10.
Windows 10 Fall Creators Update: Configuring Network & Share Settings	Windows 10 lets you create a network with other computers to share folders and files. Discover how to create, configure, and manage a HomeGroup; share files and folders; and connect and configure a Wi-Fi connection.
Back Safety and Injury Prevention 2.0	This course is designed to raise awareness of workplace hazards that can cause back injuries and to equip employees to protect themselves from preventable back injuries. It covers job-specific hazards that contribute to preventable back injuries, the characteristics of healthy posture, and specific ways to minimize the risk of back injuries. It also covers workplace controls, including engineering, administrative, and work practice controls, that can help minimize back injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hearing Conservation 2.0	Millions of workers have been affected by hearing loss caused by their jobs. In this course, you will learn about ways to help you prevent noise-induced hearing loss. You'll also learn about the purpose and components of a hearing conservation program, including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Emergency and Disaster Preparedness	Emergencies and disasters can strike at any time, anywhere, and without any warning. In this course, you'll learn about ways to prepare and respond to emergencies and disasters. You'll also learn about safe evacuation practices. Then you'll be introduced to the best ways to respond to specific natural and manmade emergencies and disasters.
Fall Prevention	This course is intended to provide employees who might be exposed to fall hazards with the ability to recognize such hazards and provide control measures to minimize their risk. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Fall Prevention	Falls from heights are one of the leading causes of serious injuries and death in the workplace. In this course, you'll learn what types of jobs and tasks can expose you to injury. You'll be introduced to the basic responsibilities of employees who work at height, and to the requirements and responsibilities of employers and those who control the work of others to prevent falls in the workplace.
NFPA 70E Electrical Safety in the Workplace 2018 Edition	This course provides a comprehensive overview of the basic criteria for electrical safety-related work practices stipulated in the National Fire Protection Association (NFPA) 70E Standard for Electrical Safety in the Workplace. It presents detailed information on the practices, programs, techniques, and processes related to electrical work, in accordance with the NFPA Standard.
Fraud, Waste, and Abuse	Employees of federal agencies must remain aware of possible fraud, waste, and abuse of government funds and resources so as to report such activities when discovered. As an employee, you need to have a basic understanding of what fraud, waste, and abuse are, so that you can properly identify them and recognize when to report them.
ITIL Â® Operational Support & Analysis	Generally taken near the end of a program, Final Exam
CompTIA Cloud+ CV0-002: Planning Cloud Deployments	To start deploying to the cloud, you must know what you are deploying and what you are deploying to. Learn about analyzing and executing the requirements for a successful test cloud deployment.
CISSP: (ISC)Â² and Security Fundamentals	Explore information about the (ISC)Â² organization such as the (ISC)Â² Code of Professional Ethics and confidentiality, integrity, and availability, as well as fundamental security terminology.
CISSP: Security and Risk Management (Part	Explore the domain areas concerning governance, compliance, and business continuity planning for the enterprise security practitioner and engineer.
CISSP: Security and Risk Management (Part	Explore the governance, compliance, and business continuity planning domain areas for the enterprise security practitioner and engineer.
WCF Essentials: Introduction to the	WCF is used to build distributed and service-oriented applications. Explore the features and benefits of building applications using WCF.
Mentoring CompTIA Advanced Security Practitioner (CASP)	Skillsoft Mentors are available to help students with their studies for the CompTIA Advanced Security Practitioner (CASP) exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
First Steps with Chef	How does expressing Infrastructure as Code with Chef accelerate building, deploying, and managing infrastructure? This course will focus on executing Chef code with the chef-client and introduces the DSL for writing recipes and cookbooks.
Chef Server Basics	Using a Chef server can accelerate the process of deploying cookbooks while providing visibility into the state of your infrastructure. This course will focus on Chef server policy and remotely deploying cookbooks.
Community Cookbooks and Chef Server	The best practices of using a Chef Server are directly related to the reusability of cookbook recipes and components. This course will focus on the effective use of community cookbooks with a Chef server.
Test-driven Cookbooks	The most important role of a Cookbook developer is to test a code before it enters production. This course will focus on testing Chef cookbooks consistently and effectively.
ELK Operations on the Cloud	In this course, you'll learn how to set up various components to build scalable ELK Stacks for analytics and monitoring.
Logstash for Data Ingestion in Elasticsearch	In this course, you'll learn about Logstash and various other data ingestion techniques and how to use filtering and plugins to ingest data in Elasticsearch.
Elasticsearch Data Management	In this course, you'll learn about Elasticsearch's data management capabilities, as well as how to use Elasticsearch indexes, shards, and filters to manage data.
Visualization Using Kibana	In this course, you'll learn how to implement the visualization capabilities of Kibana, with additional focus on dashboards and charting.
Kibana and Reporting Capabilities	In this course, you'll learn about the advanced capabilities of Kibana, with a focus on data discovery and management, machine learning concepts in ELK, plugin management, and reporting.
Jenkins 2 Nuts and Bolts	In this course, we will introduce the concepts of Jenkins 2 and plugins that are enabled by default. We will learn how to set up a Jenkins environment, build jobs, and choose and use the right plugins.
Creating Application Builds	In this course, you will learn how to build jobs, manage source code, and incorporate advanced features of job and security implementations.
Testing and Continuous Integration	In this course you will learn how to setup Jenkins to implement automated testing, publish reports and use the different tools to improve the quality of the codes
Jenkins Administration	In this course we will learn to setup and manage multiple nodes for optimal performance. This course covers the master and slave node setup, Jenkins best practices, deploying applications to the web server and automated release.
Building the Puppet Environment	In this course, you will learn the basic concepts of automated configuration with Puppet. The installation and configuration of Puppet in the cloud will be covered. Puppet facts for advanced server configuration will be demonstrated.
Configuring the Puppet Master and Puppet	Most of the functionality of Puppet is contained in the Puppet master and the Puppet agent. In this course, you'll learn how to configure Puppet for automated server configuration.
Configuring Puppet Environments and Managing Files	Puppet has robust file functionality and runs in multiple environments. In this course, you'll learn how to get Puppet to work with files and how to set up and configure multiple Puppet environments.
Puppet Refactoring Patterns	There are different ways to refactor Puppet configurations. In this course, you'll learn techniques to mitigate the risk and increase the success of Puppet configuration refactoring as it relates to the Puppet master and the Puppet agent.
Python Fundamentals	The Python programming language, its syntax, and standard libraries, have undergone some changes between version 2 and 3. In this course, you'll learn about the key fundamental concepts and features of Python version 3.
Python Data Processing	Working with databases, regular expressions, and XML data are common tasks for DevOps in Python. This course demonstrates how to perform these common tasks.
Kubernetes Clusters	In this course, you will learn about Kubernetes clusters and how to use the kubectl command-line tool to create, start, stop, delete, and much more.
Kubernetes API and Components	In this course, you will learn about the Kubernetes API and other key components of Kubernetes.
Angular and ngrx	When building reactive applications, ngrx reduces complexity by providing a set of tools. In this course, you will learn about ngrx and its use in creating reactive applications with Angular.
App Navigation	Navigation between different parts of an app is crucial for development. In this course, you will learn how to use several navigation patterns in a UWP app.
App-to-app Communication and File Storage	Allowing apps to communicate with each other and store files makes it easy to expand their experience beyond the local view. In this course, you will learn how to make an app communicate with other apps and how to manage file storage.
Advanced Microservices Architecture	This course covers the advanced concepts of microservices architecture.
Advanced Microservices Patterns	This course covers the advanced microservices design patterns. You will learn to implement log aggregation, work with application metrics, deploy and audit logs. You will also learn to use APIs to check the health of microservices.
Getting Started with REST and .NET Core	In this course, you will learn the basics of .NET Core and how to use it to create and test applications.
Building an API Project in ASP.NET	In this course, you'll learn how to build a sample API project in ASP.NET using Web API, and how to create a fully functioning service from start to finish.
Building a Microservice in .NET Core	In this course, you'll learn the fundamentals of building a REST Microservice in .NET Core, from designing the API to deploying it.
Advanced Data Access with EF Core	In this course, you'll explore the Entity Framework Core in depth, and learn how to add database connectivity to your .NET Core microservices.
Deploying Your Microservice in Containers	In this course, we will explore containerizing and deploying your Microservice with Docker. This creates reliable and repeatable deployments.
Securing Your Microservices	Every application needs security. In this course, you'll learn how to make sure that certain people can access your application and that you have control over what they can do.
Introduction to Kotlin	Kotlin relies on the Java Class Library, and there are several integrated development environments (IDEs) to choose from for developing with Kotlin. In this course, you'll learn the basics of Kotlin and its tools.

Course	Description
Kotlin IDEs	When developing with Kotlin, there are several integrated development environments (IDEs) to choose from. In this course, you'll learn how to install a Kotlin development environment and create a basic Kotlin project.
Kotlin Syntax	While similar to Java, Kotlin's syntax is not compatible with the ubiquitous language. In this course, you'll learn about the basic syntax of Kotlin, including packages, types, variables, strings, and conditionals.
Kotlin Loops and Functions	Kotlin uses many of the programming constructs that you'd find in other high-level programming languages. In this course, you'll explore type checking, loops, when statements, and the standard structures used for creating functions.
Kotlin Objects and Classes	Kotlin is an object-oriented programming language, so working with objects is an important part of mastering it. In this course, you'll learn about classes, visibility, extensions, and objects in Kotlin.
Securing C/C++ Applications	Discover how to protect your applications from attacks and bad data! This course shows you how to identify and defend your C/C++ applications from potential risks, and how to control user input to reduce the possibility of bad data entry.
Complex TestNG Integrations and Implementations	There are several build tools and automations that can be used to enhance and automate unit testing. In this course, you'll explore parallelism, logging, and reporting, including integrations with Apache Ant, Maven, Subversion, and Hudson.
Information Systems Security and Audit Professional	Generally taken near the end of a program, Final Exam Information Systems Security and Audit Professional enables the learner to test their knowledge in a testing environment.
Building Solutions using Kafka and HBase	In this course you will learn how to build solutions using Kafka and HBase. It is one in a series of courses that prepares learners for exam 70-775: Perform Data Engineering on Microsoft Azure HDInsight.
Bloodborne Pathogen Awareness 2.0	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session. Employers may use a variety of methods to meet the intent of the standard. As an example, OSHA has previously stated that an employer can meet OSHA's requirement for trainees to have direct access to a qualified trainer by providing a telephone hotline.
CompTIA Cloud+ CV0-002: Planning Cloud Networking	Cloud resources must be able to connect to each other and to any on-premises locations using networking technologies. Examine the configuration and troubleshooting of those networks.
CompTIA Cloud+ CV0-002: Planning Cloud Compute Resources	Cloud elasticity is largely based on the ability to assign and revoke memory and CPU resources. Explore memory and CPU configuration options that administrators must define to manage cloud technologies.
Cloud Data Science: Introduction to Azure Machine Learning	Explore Azure Machine Learning and how to create workspaces, projects, and experiments.
Cloud Data Science: Deploying Models with Azure Machine Learning Studio	Discover how to deploy models in Azure Machine Learning Studio.Â
Cloud Data Science: Consume Models and APIs Using Azure Machine Learning Studio	Discover how to consume models and APIs in Azure Machine Learning Studio.Â
Cloud Data Science: Importing and Exporting in Azure Machine Learning Studio	Explore different methods of import and export data to and from Azure Machine Learning Studio.Â
CISSP: Cryptographic Client-based Systems	Gain an advanced knowledge of cryptographic systems, life cycles, techniques, and methodologies for cryptography and cryptanalysis.
CISSP: Communication and Network	Discover how to implement secure architectures and controls for communication and network security.
CISSP: Identity and Access Management	Explore domain topics related to management, control, deployment, and accountability of various identity and access services in the enterprise, as well as the provisioning life cycle.
CISSP: Site and Facility Security Controls	Explore the domain of physical security as it relates to the corporate facility and on-site locales.
CISSP: Security Architecture and Engineering (Part 1)	Explore security engineering and design of various components, such as engineeing processes using secure design principles and the fundamentals of security concept models.
CISSP: Security Architecture and Engineering (Part 2)	Explore security assessment, design, and mitigation for web-based, mobile, and embedded systems.
CISSP: Security Assessment and Testing	Learn about investigations, logging, monitoring, auditing, and reporting as you explore security assessments.
CISSP: Security Operations (Part 1)	Explore security principles and management tasks of continuous security operations and initiatives.
CISSP: Security Operations (Part 2)	Discover the security principles and the management tasks of continuous security operations and initiatives
WCF Essentials: Distributed Applications	Windows Communication Foundation (WCF) offers a unified framework for building applications. Discover how to use WCF to build distributed applications.
WCF Essentials: Hosting	WCF clients are used to facilitate communication with a service via an endpoint. Explore WCF client objects and how to configure and secure clients.
NCAA Sexual Violence Prevention	All students and staff should feel safe on campus. Unfortunately, cases of sexual violence occur on campuses every year. In this course, you'll learn about the approach of the National Collegiate Athletic Association (NCAA) to preventing sexual violence, including the key principles of its policy and its annual training requirement for student athletes, coaches, and athletics administrators. You'll also learn what sexual violence involves and what types of behaviors are and aren't appropriate, and how to respond correctly to suspicions or complaints of sexual violence. Note that this course will not cover campus officials' declaration obligations.
Docker Containers, Images, and Swarms	This course will demonstrate how to work with Docker containers and swarms. You'll also learn about how Docker fits into the DevOps landscape.
Managing Stacks and Application	This course will demonstrate and outline management of Docker stacks and Distributed Application Bundles (DABs). You'll also learn how to work with Docker Hub and deploy Docker in the cloud.
JavaScript Objects and Event Handlers	Objects are the foundation for many built-in features of JavaScript, and are a powerful tool for building web apps. In this course, you will learn about creating objects and how to use the built-in Number, String, Date, and Math objects.
Python Applications	In this course, you'll learn about web programming and GUI programming in Python.
Using Splunk for Data Analysis	In this course, you will learn the basic concepts of data analysis with Splunk, including installation and configuration. Splunk functionality, such as searching, reporting, and data visualization, will be demonstrated.
Introduction to Bash Scripting	In this course, you will learn how to create, execute, and manage Bash scripts and how to use variables and functions within those scripts.
Bash Scripting Flow Control and Data Types	In this course, you will learn how to control the flow inside a Bash script using conditions and loops. You will also learn about some of the advanced features and capabilities of strings, numbers, and arrays.
Automation Using Bash and Expect	In this course, you'll learn how to use expect, rsync, and ssh/scp to create scripts to automate processes, including making local and remote backups and doing file transfers. You'll also learn about the ksh and csh shell environments.
Developing a Growth Mind-set	People with a growth mind-set achieve ever-higher levels of performance, and help their organizations thrive. In this course you'll learn what constitutes a growth mind-set and how develop and embrace it.
GUI VM Management	AWS virtual machines, or EC2 instances, can be created and managed using the AWS console as well as command line utilities. This course focuses on the console, and prepares you for the AWS Certified Solutions Architect - Associate exam.
CompTIA CASP CAS-003: Implementing Cryptographic Techniques	In this course, you will learn how to implement various cryptographic techniques in different scenarios. You will also prepare for exam CAS-003.
Additional Network Services	Network administrators need to be familiar with a wide range of different services and functions in the network stack. This course will explore various technologies and how they are used on the network.
OneNote Online: Creating & Opening Notes	Get started with OneNote Online. Discover how to access and use OneNote Online, including how to create and open a notebook, and add and work with notes.
OneNote Online: Formatting & Illustrating	Discover how to format notes to make them more visually appealing, including applying styles and using special characters. Also, explore graphic elements, such as inserting tables and images.
OneNote Online: Formatting Notebooks	Keep your OneNote Online notes organized. Discover how to create pages, sections, and titles to help organize notes, and explore different display modes available for working with and viewing notes.
OneNote Online: Using Collaboration Tools	With OneNote Online, you can collaborate with others in a number of different ways. Discover how to share notes and notebooks using email, links, and website posts, and how to view changes in a shared note.
Outlook Online: Customization	Outlook on the web, previously known as Outlook Web App or OWA, is the email client in Office 365. Explore the Outlook interface, and discover to how to edit your profile and password, customize your inbox, and use the instant messenger feature.
Outlook Online: Sending & Receiving Email	Outlook on the web makes it easy to send and receive emails. Discover how to send, receive, reply, and forward emails, work with drafts, mentions, and attachments, create out-of-office replies, and print emails.
Outlook Online: Formatting Email	Outlook on the web lets you format your emails to suit your personal needs. Discover how to format text, use spell check, insert images and hyperlinks, and manage signatures.
Outlook Online: Organizing Email	Keeping your Outlook on the web emails organized helps you be more productive. Discover how to tag, label, filter, and sort emails, use conversations and folders, and handle junk email.
Outlook Online: Contact Tools	Outlook on the web makes it easy to keep track of people you connect with. Learn to work with the address book, including how to add and import contacts, create and manage contact lists and groups, and use folders to organize contacts.
Outlook Online: Calendar Tools	Keep track of events, meetings, and appointments in Outlook using the calendar section. Discover how to customize your calendar, create and organize events and meetings, add and share calendars, and work with tasks.
Word Online: Opening & Navigating in Word Online	To get the most out of Word Online, you need to understand the interface and how to access the tools. Explore the interface and ribbon, learn how to create and work with documents, and collaborate with others on the same document.
Word Online: Editing Documents	Word Online offers several editing tools to allow you to create professional documents easily and efficiently. Discover how to insert and work with text and images, use the find and Spell Check functions, and work with others in real-time.
Word Online: Saving & Printing Documents	If you create a Word Online document, you will probably want to keep it. Learn how to save your documents, recover a previous version, use the automatic translation tool, and print and publish your documents.
Word Online: Formatting Text & Paragraphs	Add visual impact to Word OnlineÂ documents. Discover how to work with the font, color, style, and alignment of text; create bullet points; and format your paragraphs.
Word Online: Formatting Documents	Your Word Online documents can contain elements other than text. Learn how to insert and work with images, tables, headers and footers, and hyperlinks.
Patient Handling	Providing care to patients can be physically demanding. Safe patient handling can decrease injuries to health care workers and improve patient care. In this course, you'll learn about the types of patient interactions that can cause you injury. You'll also learn about ways to minimize injury when caring for a patient without mechanical assistance, and about strategies to minimize risks of injury to you and your patients.
Fatigue Management	Being tired at work doesn't just make you less productive. Fatigue also makes errors more likely and can lead to serious or even fatal accidents, putting you and others at risk. In this course, you'll learn about the signs of fatigue and its causes, so that you'll be more aware when you're overtired. You'll also learn about the risks that fatigue can pose in the workplace, and about specific strategies you can use to help prevent fatigue.
Hazard Communication: An Employee's Right to Understand 2.0	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Defensive Driving 2.0	Every year, motor vehicle accidents result in thousands of deaths, and many of these result from occupational motor vehicle incidents. This course provides simple, effective defensive driving techniques you can use to reduce your chances of being involved in a motor vehicle accident. It covers accident prevention techniques, safety precautions for driving in hazardous conditions, and the risks of drinking and driving. It also explores the use of vehicle safety features and covers guidelines for driving safely on the job.
PPE: Personal Protective Equipment 2.0	This course covers types, selection, maintenance, and care of personal protective equipment (PPE) in the workplace. The types of PPE covered in the course include hard hats; hand, foot, and eye protection; and body protection. The course also provides general guidelines on when respiratory, hearing, and fall protection are required. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Workplace Violence Prevention in Healthcare	As a healthcare professional, you'll deal with a wide variety of people, some of whom may have a history of violence or drug abuse, or may simply be distressed because of the situation they're in. These factors increase the risk of violence in the workplace. In this course, you'll gain the skills and knowledge needed to take responsibility for your personal safety and recognize, prevent, or stop incidents of violence. You'll also learn how to deal with workplace violence using the ROAR method.
DOT: Reasonable Suspicion (Drug and Alcohol Awareness)	Drug and alcohol abuse by employees is a common cause of serious workplace problems faced by American companies and organizations today, including accidents and ineffective work practices. Beyond the financial burden of increased insurance costs, loss of income, and compensation payments, substance use on the job can result in life-changing injuries or fatalities. Several US laws have been enacted to combat drug and alcohol abuse in the workplace. The Department of Transportation (DOT) interprets these laws and provides employers who are responsible for transportation employees with guidelines for setting up effective drug-free programs. Employers rely on supervisors to implement these guidelines; for example, through being vigilant in identifying and addressing instances of workplace substance abuse and alcohol misuse. In particular, supervisors of safety-sensitive employees must monitor staff members to determine whether or not there are sufficient grounds to refer the individuals for a reasonable-suspicion drug or alcohol test, and then follow the required testing procedures.

Accessibility and WCAG Compliance	Section 508 of the Rehabilitation Act requires federal agencies to provide those who have disabilities with equal access to information and communication technology. In 2017, the US Access Board updated the Section 508 requirements. Among other changes, the Act now obliges federal agencies to comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Employees of federal agencies, especially those whose job roles involve developing information technology and resources, must be aware of and meet the updated requirements. In this course, you'll learn about the key changes to the Section 508 standards and the types of electronic content that must comply. You'll also learn about compliance with WCAG 2.0 and accessibility requirements for hardware, software, and support documentation used by federal agencies.
Architecting Microsoft Azure Solutions: Compute Design Considerations	Explore how to design and implement Microsoft Azure VM configurations that are highly available and resistant to failure through availability and scale sets and Azure backup options.
Architecting Microsoft Azure Solutions: Network Design	Discover how to configure internal and external Azure networking, and explore Azure virtual networks design and deployment, and Load balancing techniques.
Architecting Microsoft Azure Solutions: Azure External Network Connectivity Design	Discover how to connect external clients and networks to Azure resources, P2S/S2S VPNs, VNet peering, and ExpressRoute circuits.Â
Architecting Microsoft Azure Solutions: Azure Storage Design	Discover how to plan, create, and manage Azure storage solutions, and explore Blob storage, Azure File Storage shares, Managed disks and StorSimple.
Architecting Microsoft Azure Solutions: Managing Identities	Explore user, group, and app identities in Azure authentication, and examine external identity sources and Azure resource management.
Architecting Microsoft Azure Solutions: Securing the Azure Environment	In this course, you'll learn about Azure security strategy design and implementation. Key vaults, network security groups, and Azure SQL TDE encryption are covered. It helps prepare for exam 70-535: Architecting Microsoft Azure Solutions.
Architecting Microsoft Azure Solutions: Plan Azure SQL-Compliant Database Usage	This course covers SQL-compliant Azure solutions. You'll learn how to plan and deploy an Azure SQL Database deployment for high availability. This course helps to prepare for the 70-535: Architecting Microsoft Azure Solutions exam.
Architecting Microsoft Azure Solutions: Planning Azure NoSQL Deployments	Discover NoSQL-compliant Azure solutions and learn how to plan and deploy NoSQL Azure solutions.
Architecting Microsoft Azure Solutions: Data Services Design	Explore big data processing resulting in meaningful insights, as well as services such as Azure Data Lake and Azure Data Catalog.
Architecting Microsoft Azure Solutions: Automation with PowerShell, Chef, and Planning Cloud Storage Resources	Explore various methods for automating the configuration management of new and existing Azure VMs. Cloud-managed IT generally always involves storing data in the cloud. Explore storage options that administrators must define to manage cloud technologies.
CompTIA Cloud+ CV0-002: Planning Cloud Migrations and Extensions	One of the biggest challenges with moving to the cloud is just that - the migration of resources from on-premise solutions to cloud solutions. Explore migration tools and integration of on-premise and cloud environments.
CompTIA Cloud+ CV0-002: System Patching and Maintenance	A good maintenance plan is an important part of protecting the resources you keep in the cloud from security and performance issues. Explore the technologies used to patch and maintain cloud resources.
Exploring Blockchain	If you've been told that you need to adopt blockchain but have no idea why, you're not alone. Explore blockchain, including its history and application.
Blockchain in Action and IoT	Even if you understand what blockchain is, it helps to understand how it's going to change our everyday lives. Explore blockchain's application and how blockchain will transform the Internet of Things (IoT).
Blockchain Trust and Design	Arguably Blockchain's most important role is found in its ability to create and store secure transactions. Discover how Blockchain builds trust and design considerations for Blockchain.
Developing with Blockchain	Blockchain is a secure and irrefutable transaction system that can be used in countless applications. In this course, you'll explore the ins and outs of Blockchain development and create a Blockchain.
Blockchain and Your Business	Blockchain is a transformational technology with a promising future. Discover how businesses can be transformed with Blockchain, and explore the future of this groundbreaking technology.
Cloud Data Science: Summarize Data with Azure Machine Learning Studio	Discover to import external packages, create summaries, and use custom visualizations withÂ Azure Machine Learning Studio.Â
Cloud Data Science: Data Cleanup with Azure Machine Learning Studio	Discover how to clean up your data in Azure Machine Learning Studio using filters, SQL Transformations, and missing and duplicate data features.
Cloud Data Science: Transforming Data in Azure Machine Learning Studio	Examine features. rows, columns, and how to merge datasets while you discover how to transform your data in Azure Machine Learning Studio.
Cloud Data Science: Optimize and Validate Models in Azure Machine Learning Studio	Discover how to optimize and validate models in Azure Machine Learning Studio.
Cloud Data Science: Microsoft Cognitive Toolkit and Azure Machine Learning	Discover how to build neural networks with Microsoft Cognitive Toolkit.
Cloud Data Science: Azure AI Gallery and Azure Machine Learning	Learn how to use existing resources in Azure AI Gallery with Azure Machine Learning Studio.
Cloud Data Science: Virtual Machines & HDInsight	Discover how to use a data science VM and HDInsights with Azure Machine Learning Studio.Â
Cloud Data Science: SQL Server & Azure Machine Learning	Discover how to use SQL Server VMs and R services with Azure Machine Learning Studio.
Docker for Java Microservices: Working with Docker Components	Explore Docker container concepts and capabilities and learn how to build containers for microservices.
Docker for Java Microservices: Containerize Microservices	Discover how to implement application images with stack service and how to manage applications and microservices using various components of Docker.
Docker for Java Microservices: Managing Microservices on Docker Using Compose	Explore microservices management and persistent data management in Docker using Docker Compose.
Docker for Java Microservices: Scaling Up and Managing Microservices	Discover in-depth concepts of cluster management and container automation using Ansible, and explore cloud and microservices deployment.
Angular 6 Development: Introduction	Angular 6 has some new features and many bug fixes. Explore those features, and learn how to create Angular 6 apps, and how to work schematics in Angular apps.
Angular 6 Development: Libraries	Discover how to create Angular libraries both manually and with the assistance of Angular CLI 6.
Angular 6 Development: Testing & TDD	Testing in software development is crucial for success and Angular 6 provides a testing environment that makes testing easy. Discover how to use the testing environment to unit or function test your Angular 6 apps.
JavaScript Fundamentals	Explore basic JavaScript concepts and Full Stack Development while you learnÂ how to get started using JavaScript, including setting up a development environment and code formatting basics.
JavaScript Data, Decision Making, and	JavaScript has rich language features for representing data and controlling the flow of programs. Explore the primary data types you will encounter in JavaScript and flow control statements.
Node.js Language Fundamentals	Explore the fundamental concepts and the architecture of Node.js, and acquire a basic understanding of the language to build applications using Node.js.
Working with the Features of Node.js Applications	Discover how to debug Node.js applications, build rich applications using MVC patterns, implement events and Node.js APIs along with fundamental REST implementations, and extend modules for specific requirements.
Managing Advanced Application Elements Using Node.js	Discover how to implement HTTP and client server, and manage data using NoSQL and file systems, and also learn how to build messaging systems for integration.
Node Clusters and Memory Optimizations	Learn to build clusters and effectively manage resources to improvise the usage of applications, and discover how to test applications using Mocha.
Node.js and Microservices	Discover how to transform monolithic applications into microservices using Node.js frameworks. Explore the Node.js frameworks that can be used to simplify the development of microservices.
Reactive Programming Using Redux	Discover Reactive programming concepts using React, and explore React debugging concepts and components.
Build & Integrate React Applications with Redux Capabilities	Explore advanced React components along with the capabilities and enhancements offered by Redux, and learn various essential application features like validation and lifecycle management.
Enhance Reactive Applications with Advanced React	Explore Reactive programming approaches using various components of React JS and Redux, and examine advanced React and Redux features, along with middleware integration.
Build and Test SPA Using React and Redux	Discover how to build and test single-page applications using Redux and React, and examine various testing frameworks that can be used to test applications.
CISSP 2018: Conducting Incident	Discover various methods for incident handling, disaster recovery, and business continuity,Â and examine physical security at the property edge and in the enterprise.
CISSP 2018: Software Development Security	Explore the Software Development Life Cycle, as well as how to secure and manage the software development and application development environments.
WCF Essentials: Tools	Various tools are available to help create, deploy, and manage Windows Communication Foundation (WCF) applications. Explore the tools used to implement and work with WCF applications.
WCF Essentials: Contracts	Contracts are used to define what operations are supported by the service. Explore the main contract types as well as their parameters.
WCF Essentials: Services	Services can be defined and customized in WCF. Discover how to perform such tasks as configuring endpoints, bindings, and security schemes.
WCF Essentials: Building Clients	WCF clients are used to facilitate communication with a service via an endpoint. Explore WCF client objects and how to configure and secure clients.
WCF Essentials: Managing Transactions	A transaction is a set of operations that complies with the four core properties - atomic, consistency, isolation, and durability. Explore these properties, as well as the different protocols used in a transaction.
Queues & Reliable Sessions	Reliable sessions and queues are used to implement WCF reliable messaging features. Explore considerations and best practices for implementing both features.
WCF Essentials: Interoperability and	Windows Communication Foundation (WCF) can be implemented using various different web services protocols. Explore interoperability and integration features of WCF.
JavaScript Operators, Arrays, and Functions	Operators, arrays, and functions are the building blocks of JavaScript. In this course, you will learn about these features and get a deeper insight into how they can be used to create JavaScript apps.
Bash Advanced Scripting and File I/O	In this course, you will learn about some of the advanced features of Bash scripts, including how to handle interrupts and signals, parse output from external commands, display progress indicators, and read and edit files.
Building the Team Foundation Server Environment	In this course, you will learn about the Team Foundation Server (TFS) prerequisites, how to install Team Foundation Server and how to configure it. Advanced server configuration will also be examined and demonstrated.
Java Development with Eclipse	Team Foundation Server (TFS) works well with Java and Eclipse. In this course, you'll learn how to configure Eclipse and Team Foundation Server to work together.
.NET Development with Visual Studio	Visual Studio is used to create Microsoft applications. In this course, you'll learn how to get Visual Studio to work with Team Foundation Server (TFS) and how to setup and configure TFS as a source control system for Visual Studio code.
Continuous Integration and Deployment with Team Foundation Server	Team Foundation Server can be paired with other DevOps tools. In this course, you'll learn how to continuously integrate and deploy code with Eclipse, Visual Studio, Team Foundation Server (TFS), and Jenkins.
Team Foundation Server Administration and Configuration	Team Foundation Server can be extended with server administration. In this course, you'll learn how to configure Team Foundation Server (TFS), and how to use TFS utilities.
Web Browsing and Cortana	In this course, you'll explore the new and improved Creators Update features of the Microsoft Edge web browser and Cortana, the Windows AI assistant. Cortana includes enhanced browsing and creating reminders and notes.
Creating Secure C/C++ Code	In this course, you'll explore techniques to help you secure your C/C++ code including how to securely work with and validate data and a number of best practices for writing defensive and secure code.
Application Security in .NET	In this course, youâ€™ll learn the concepts for securing a .NET application, including authentication, .NET security namespaces, permissions, role-based security, and impersonation.
Code Access Security and Cryptography in	Learn how to configure Code Access Security (CAS) and cryptography in your .NET applications, and how to secure data access and your ASP.NET web forms.
Learning from Failure	Everyone fails. It's part of business, and part of life. Those who embrace failure are more likely to achieve their goals. In this course, you'll learn how to embrace failure by developing an attitude of learning from setbacks.
Knowing When to Take Strategic Risks	Risk-taking can revolutionize business. Knowing when and how to take strategic risks precedes success. In this course, you'll learn to define strategic risk-taking, what holds individuals back, and how to make calculated leaps of faith.
Getting Your Pitch Heard	Revolutionary ideas are the stuff of business success. Sharing ideas will help your organizations thrive. In this course you'll learn how to share your ideas in a convincing, succinct, and confident manner that will get them heard.
Implementations with BigQuery for Big Data	You can query big data using the BigQuery tool in the Google Cloud Platform. In this course, you'll be introduced to the concepts of using BigQuery, including querying data and using the Google API.

Course	Description
AWS Serverless Monitoring & Security	Amazon provides various tools to help monitor and secure your serverless applications. In this course, you will learn about Amazon CloudWatch, Lambda X-Ray, CloudTrail, and Cognito.
Excel Online: Navigating the Interface	To get the most out of Excel Online, you'll need to familiarize yourself withÂ its interface. Explore the ribbon tool bar and the Tell Me search box for locating tools, and discover how to use the view modes and zoom function.
Excel Online: Managing Workbooks	Excel Online handles your workbooks differently than other versions of Excel. Learn about the automatic save function, how to use the version history, manage and work with multiple worksheets, and how to print your workbooks.
Excel Online: Inserting & Manipulating Data	You need data to make a spreadsheet useful. Discover how to work with data in Excel Online, including how to input, delete, copy, and move data; perform undo and redo actions; create automatic data series; and use the function library.
Excel Online: Formatting Data	Make your Excel Online data easier to read. Discover data formatting techniques, such as how to set a cell's format, align data, use colors and styles, and insert borders and hyperlinks.
Excel Online: Visualizing Data in Tables &	Using tables and charts makes your data in Excel Online easier to read and analyze. Discover how to create and modify tables and PivotTables, sort and filter data, and insert and format charts.
Excel Online: Using Collaboration Tools	It's easy for others to collaborate with you on your documents using Excel Online. Learn how to create surveys and questionnaires, publish workbooks online, use the comment tool, and work with others on the same document at the same time.
Housekeeping on the Job	All employees should help maintain a safe working environment by following good housekeeping practices on the job. These practices apply to working and walking surfaces; storage, handling, and disposal tasks; fire prevention measures; and incidents with hazardous and infectious materials.
COMPLIANCE SHORT: Chemical Safety Principles	Being familiar with the hazards posed by chemicals in the workplace is critical for ensuring that employees work safely.This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in the workplace.
COMPLIANCE SHORT: Fire Safety Principles	Every year, workplace fires and explosions kill and injure people, and destroy many businesses. Employees need to understanding the elements required for a fire to start and ways to prevent fires in the workplace.
COMPLIANCE SHORT: Slips, Trips, and Falls	Slips, trips, and falls constitute the majority of general industry accidents. It is critical for workplace safety that employees have the ability to recognize and prevent slip, trip, and fall hazards.
COMPLIANCE SHORT: Electrical Safety	Electrical hazards are found throughout the workplace. Employee understanding of these hazards will help eliminate risks of electric shock, electrocution, burns, fires, and explosions.
COMPLIANCE SHORT: Emergency and Disaster Preparedness	Emergencies and disasters can strike at any time, anywhere, and without any warning. Employee's need knowledget to prepare for and respond to emergencies and disasters.
COMPLIANCE SHORT: Ergonomics for Safety	Being familiar with musculoskeletal disorder (MSD) signs, symptoms, and risk factors and the the key components of an ergonomics program provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs.
COMPLIANCE SHORT: Personal Protective Equipment	Being familiar with the types of personal protetive equipment (PPE) found in general industry and usage will acquaint you with the levels and types of protection that a user is provided when wearing specific types of PPE.
COMPLIANCE SHORT: Fall Protection	In certain industries, falls from height pose a significant risk to employees. Employees need the ability to recognize such hazards and identify control measures to minimize their risk.
COMPLIANCE SHORT: Hearing Conservation	Millions of workers have been affected by hearing loss caused by their jobs. Employees should be familiar with the hazards to hearing and ways to help prevent noise-induced hearing loss.
COMPLIANCE SHORT: Back Safety and Injury Prevention	Back injuries are all to common on the job. To help minimize back injuries, it is important to raise awareness of workplace hazards that can cause back injuries and to equip employees to protect themselves from preventable back injuries.
COMPLIANCE SHORT: Bloodborne Pathogen Awareness	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace.
COMPLIANCE SHORT: Confined Space	There are unique hazards while working in confined spaces. Employees sould be aware of the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.
COMPLIANCE SHORT: Hand and Power Tool	All employees who use hand and power tools should identify the hazards of each tool to prevent serious injuries and fatalities in workplace.
COMPLIANCE SHORT: Lockout and Tagout Guidelines	There are specific requirements for the control of hazardous energy and work under the protection of a lockout/tagout permit in the workplace. Employees should recognize the importance and guidelines of Lockout Tagout programs.
COMPLIANCE SHORT: Machine Guarding Principles	Safeguards are necessary to protect employees from hazardous mechanical motions.
COMPLIANCE SHORT: Manual Handling	Manual handling of loads accounts for a significant percentage of work-related musculoskeletal disorders. It's important to know how to handle heavy loads correctly to avoid injuring yourself or others.
Architecting Microsoft Azure Solutions: Implement Azure Automation	Discover how to implement centralized VM management using Chef and Puppet, and learn how to work with Azure Batch.
Architecting Microsoft Azure Solutions: Template and Runbook Automation	Discover how to facilitate resource deployment through ARM templates and how to automate Azure tasks using runbooks.
Architecting Microsoft Azure Solutions: Web Application Design	Explore web application design and configurations that improve performance and increase the app's resiliency to failure.
Architecting Microsoft Azure Solutions: Monitoring Resources	Explore various monitoring solutions for Azure resources, such as web apps and virtual machines.
Architecting Microsoft Azure Solutions: Application Design and Messaging	Explore Azure PaaS offerings that facilitate application and workflow development, as well as Azure Function and Logic apps.
Architecting Microsoft Azure Solutions: Planning Artificial Intelligence Services	Discover when to use AI services, such as Machine Learning, Cognitive Services, and IoT Hub.
High Availability	Explore the various services and infrastructure options available in AWS to build fault-tolerant and highly available systems in the cloud.
AWS Professional Solution Architect: Business Continuity	Explore the different strategies, solutions, and techniques available in AWS to ensure minimal downtime in the event of a disaster.
AWS Professional Solution Architect:	AWS offers various pricing models that allow customers to pay only for what they use. Explore these pricing models, as well as cost considerations for various architectures.
AWS Professional Solution Architect: Network Design	Discover how to implement AWS networking and connectivity features while you learn about AWS network design.
AWS Professional Solution Architect: Data Storage	Discover how to plan storage and database options, as well as how to choose the appropriate data storage architecture.
AWS Certified SysOps Administrator: Introduction	Explore SysOps administration, core AWS services, and the three-tier architecture.
AWS Certified SysOps Administrator: Preparing for Cloud Service Management	Explore the process of creating the first AWS account, as well as the various management fundamentals and service control activities.
Monitoring & Logging	Cloud resource use must be monitored to ensure proper functionality and use. Examine monitoring, alerts, and notifications through Stackdriver as well as how to view and export logs.
CompTIA Cloud+ CV0-002: Disaster Recovery	Disasters are going to happen. This means that administrators must use the tools that let them survive even the worst case scenarios. Explore the technologies used to back up cloud data and other disaster recovery technologies.
CompTIA Cloud+ CV0-002: Performance Management	In order to gauge success in a cloud deployment, administrators must be able to accurately monitor their environment. Explore methods and processes used to monitor and manage cloud environments.
CompTIA Cloud+ CV0-002: Troubleshooting Deployments	In a perfect world, everything would be deployed correctly and without issues. In our world, we need to troubleshoot everything. Explore troubleshooting cloud resources.
MySQL Database Development:	MySQL is fast, reliable, easy to use, free to download, and supports standard SQL. Explore MySQL, including how to download and configure MySQL, and how to use the MySQL Workbench.
MySQL Database Development: Database Design Fundamentals	A database is only as good as its initial design. Explores RDBMS design fundamentals, such as table design, normalization, and relationships. Full Stack Development and how MySQL fits into the FDS landscape is also covered.
MySQL Database Development: DDL Statements	Data Definition Language (DDL) statements are used to manipulate MySQL database schema objects. Examine the use of the CREATE, ALTER, and DROP statements to create, modify, and maintain MySQL databases, tables, and views.
MySQL Database Development: Manipulating Data	Data Manipulation Language (DML) statements are used to manipulate the actual data in MySQL databases. Explore the syntax and use of the most common DML statements, including INSERT, UPDATE, and DELETE.
MySQL Database Development: SELECT Statement and Operators	SELECT statements are used to retrieve data from MySQL tables or views. Explore the syntax and use of the most common SELECT statement elements, including SELECT, FROM, WHERE, and ORDER BY, as well as unions and joins.
MySQL Database Development: Working with Functions	Funtions in MySQL are used to produce values from other values, or to determine values that may be unknown. Explore the syntax and use of the most common MySQL functions, including aggregate, date/time and string functions.
MySQL Database Development: Stored Routines, Triggers, and the InnoDB	Stored programs (procedures) and routines (functions) in MySQL are used to create reusable, executable code. Explore the syntax and use of stored procedures and functions in MySQL
MySQL Database Development: Query and Performance Optimization	Indexing and understanding the configuration of MySQL can be key to performance. Explore index types and configuration options that can be set to fine-tune the performance of your MySQL databases to optimal levels
MySQL Database Development: GIS, Cloud, and Connectors for MySQL	GIS data types, cloud integration, and low level access for database performance give MySQL the power necessary to handle many data storage tasks. Explore these features in MySQL.
IT Infrastructure Automation: Introduction to Automation	Discover automation and how automation can be used to improve or manage IT infrastructure and processes, and also examine some of the tools available to help with IT automation.
Python Automation Programming	Explore Python and how Python can be used to create and manage automation in an IT environment.
Text File Processing and RegEx	Most IT automation will revolve around interacting with custom systems or infrastructure. Explore some of the tools that can be used to manipulate the configuration of the software or hardware in your environment.
IT Infrastructure Automation: Version Control and GIT	A key part of automation is being able to reproduce or replicate processes. Software configuration management and software version control is critical. Explore one such product, called GIT.
IT Infrastructure Automation: Automation and Scalability	Automation becomes critical when a system needs to scale. Discover how automation is critical to building highly scalable systems and software.
Angular 6 Development: Reactive	Reactive programming can provide a powerful framework for creating web apps, although it does require thinking differently sometimes. Explore RxJS and how to create Reactive apps with Angular 6.
Angular 6 Development: Angular Material and Angular Elements	Angular Material provides a set of components and themes for creating stunning web apps. Angular Elements lets you turn Angular components into web components. Discover the basics of using Angular Material and Elements.
Developing and Implementing IoT Solutions: Principles of IoT and Python	Discover how to identify the critical impact of IoT on computing and learn how to use Python to implement IoT logics, which are required to build interaction between devices and the Internet.
Developing and Implementing IoT Solutions: MicroPython and Security	Discover how to work with Pyboard and implement certain extensive libraries and explore the security concerns, as well as approaches for implementing security in IoT devices.
Developing and Implementing IoT Solutions: Raspi-config and GPIO	Discover how to build advanced IoT applications using Raspberry Pi and GPIO and explore the usages of Python to program Wi-Fi-based configuration, along with various other Pi building tools.
Developing and Implementing IoT Solutions: Cloud Implementation Using	Explore IoT and cloud capabilities, as well as the value of cloud for emulating IoT, and Azure IoT capabilities, including setting up IoT Hub and registering devices to Hub for tracking.
Developing and Implementing IoT Solutions: Azure IoT Hub	Discover the advanced capabilities of IoT on the cloud. It also covers the concepts of data streaming and analytics using IoT Hub.
JavaScript Front End Development: Functions and Objects	JavaScript has rich language features for representing and manipulating real world items as data. Explore the basics of creating and working with functions, as well as creating and manipulating objects in JavaScript.
JavaScript Front End Development: Working With JavaScript Errors, Events, Objects, and New Features	JavaScript has rich language features to help you deal with errors and events. Explore the basics of events and error handling and also covers working with strings, numbers, dates and some new ECMAScript language features.

Course	Description
JavaScript Front End Development: Front End Development Basics	Discover JavaScript language features that are essential for creating dynamic front end content for full stack applications, and explore how to add jQuery and Bootstrap to your front end toolkit.
Real-time Applications	Discover how to build and test SPA applications using Redux and React, and explore effective testing frameworks to test applications.
Node.js Security and Middleware Implementation	Discover how to implement middleware elements and secure Node.js applications using Passport. You'll also learn to build applications using MEAN Stack.
Implementing Applications using Modules and MEAN Stack	Discover how to build REST applications using MEAN Stack and work with utility modules like Net and Email and explore in-depth implementation of the OAuth mechanism of authentication.
Node.js, Microservices Frameworks, and Node.js Process Managers	Discover how to use Seneca and Express JS to build productive microservices and use utility modules to work with various layers, and examine automation of resource management using Gulp.
Node.js Process Managers	Discover how to effectively work with Express and use process managers, and explore load balancing in Node.js.
AI and ML Solutions with Python: Machine Learning and Data Analytics	Explore critical machine learning (ML) and deep learning concepts and the various categorizations of algorithms and their implementations using Python.
AI and ML Solutions with Python: Deep Learning and Neural Network	Discover how to implement neural network with data sampling and workflow models using scikit-learn, and explore the pre and post model approaches of implementing machine learning workflows.
AI and ML Solutions with Python: Implementing ML Algorithm Using scikit-	Discover how to implement data classification using various techniques, including Bayesian, and learn to apply various search implementations with Python and scikit-learn.
AI and ML Solutions with Python: Implementing Robotic Process Automation	Discover how to implement Robotic Process Automation (RPA) using Python, and explore various RPA frameworks with the practical implementation of UiPath.
Yeoman Stack: Application Development	Explore the architecture of Yeoman and learn how to build web applications using generators and test applications built using Yeoman.
Web Development Using the Yeoman Stack: Essential Development Tools	Discover how to use essential tools like Grunt and Bower to improvise the approach of web development and provide Yeoman scaffolding capabilities using custom generators.
Yeoman Stack: Advanced Usage of Generator and Polymer	Discover how to use generators for popular web frameworks like Backbone, Angular, and jQuery, and examine the concept of scaffolding and building applications using Polymer and Yeoman.
Yeoman Stack: Working with NPM and Adopting Testing Strategies	Discover how to use NPM for package management, implement appropriate testing strategies, and how to work with Yeoman files and perform various file operations.
Yeoman Stack: Managing the Environment for Productivity	Discover how to manage and gain a high-level understanding of the Yeoman environment, and explore how to use certain tools like Doctor to test the browser adaptability of Yeoman modules.
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Comprehensive JMeter Operations	JMeter can be used with BeanShell and can integrate with automation tools like Selenium and REST API. In this course, you will explore these concepts and recognize BeanShell scripting and dynamic operations to drive powerful tests.
Cloud Foundry Command Line Interface	In this course, you will learn how to set up the Cloud Foundry command line interface, or cf CLI, environment to interact with Cloud Foundry components and manage them effectively.
Managed and User-provided Services	In this course, you will learn how to differentiate between managed and user-provided services. You will also explore how to build and control managed and user-provided services using the CLI and GUI client of Cloud Foundry.
Advanced Deployment	Deploying a web app to a cluster of servers or to Azure requires careful planning and execution. In this course, you will learn about deployment management for IIS and Azure, and you'll prepare for exam 70-487.
PowerPoint Online: Opening & Navigating	Take the first step toward bringing your presentations to life. Begin working with PowerPoint from creating new presentations to working with the interface, changing view modes, and navigating slides.
PowerPoint Online: Building Presentations	Bring your presentations to life. Explore themes, inserting and moving slides, text, copying and pasting, commenting, and collaboration.
PowerPoint Online: Saving & Printing Presentations	Once your presentation is done, you can save and print it. Discover how to save and recover presentations, use the undo and redo functions, save as a PDF, and print presentations.
PowerPoint Online: Formatting	Presentations are more effective when having visual impact. Explore the ways you can polish your presentation, from working with fonts and text orientation to text alignment, lists, fill effects, and borders.
PowerPoint Online: Illustrating	A picture speaks a thousand words. Explore the graphic elements of PowerPoint, from working with images and hyperlinks to shapes and SmartArt.
PowerPoint Online: Preparing & Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. Discover how to add animations, create transitions, use notes, present slideshows, and publish your presentations online.
Electric Pallet Jack Safety	This course is intended for all employees who use electric pallet jacks and other powered industrial trucks or anyone who might be exposed to the hazards associated with powered industrial truck usage in the workplace. While it is considered just one part of Class 3 PIT certification, the course provides simple and effective tips and strategies that might help to minimize the risks surrounding the use and operation of PITs in the workplace.
Global Safety Principles: Hand and Power Tool Safety	Millions of workers in a variety of industries use handheld tools every day. While hand and power tools are useful to get the job done, they can turn a normal work day into a tragedy. In this course, you'll learn about the general basic safety rules when using tools. You'll also learn how to identify hazards and safety controls associated with hand tools. Then you'll be introduced to general safety guidelines as well as specific precautions for using power tools.
AWS Professional Solution Architect: Deployment Management	Explore the various deployment services used to build and deploy scalable, highly available, and fault tolerant system in AWS.
AWS Professional Solution Architect: Data Replication	Data replication in AWS is used to synchronize data from one location to another. Discover the various data replication options in AWS.
AWS Professional Solution Architect: Security Controls	AWS offers various features to help protect confidentiality, integrity, and the availability of data. Explore the AWS security processes.
AWS Professional Solution Architect: Scalability and Elasticity	AWS offers various scaling and elasticity features to ensure resources are available as infrastructure changes. This course covers how to design the most appropriate scaling architecture.
AWS Professional Solution Architect: Cloud Migration	Discover the various strategies and best practices for performing an AWS migration.
AWS Professional Solution Architect: Hybrid Architecture	Hybrid architectures allow organizations to integrate on-premises resources with cloud resources. Discover how to implement hybrid architectures as well as hybrid data lakes.
AWS Certified Developer - Associate: Principles and Essential Services	Explore the core AWS architecture, services, tools and their utilization to implement application development and deployment in Amazon Web Services.
AWS Certified Developer - Associate: Application Development	Discover the development lifecycle phases that are implemented in AWS to build, deploy, and test applications, and explore various development approaches, including serverless and microservices.
AWS Certified Developer - Associate: Plan Application and Infrastructure Security	Explore AWS security best practices for various AWS services and examine backup strategies that are implemented in AWS for availability and failover.
AWS Certified Developer - Associate: Service Integration and Orchestration	Discover important services that must be integrated into applications to facilitate persistence management, messaging, and middleware capabilities. You will also examine the use of CloudFormation to orchestrate services.
AWS Certified Developer - Associate: Serverless Application and Container	Discover serverless application development using Lambda and API gateway and explore containerization using ECS and managing microservices in containers.
AWS Certified Developer - Associate: Code Management and Monitoring Tools	Explore AWS code management using tools like CodeCommit, CodePipeline, CodeBuild, and CodeDeploy.
AWS Certified SysOps Administrator: Networking Services	Explore the various networking components and services that form a virtual private cloud (VPC) in AWS.
AWS Certified SysOps Administrator: Security and IAM Services	Explore various security services in AWS including IAM, NACLs, security groups, WAF, and Shield.
AWS Certified SysOps Administrator: Compute Services	Explore the various compute services in AWS and the aspects that make them distinctive and powerful.
CompTIA Cloud+ CV0-002: Security Configurations and Compliance Controls	The most prevalent concern with cloud computing is the question of security. Explore the technologies used to secure cloud resources.
CompTIA Cloud+ CV0-002: Security Technologies and Automation Techniques	Security is an absolutely critical part of cloud deployments that must be configured correctly or it will prevent valid users from accessing resources. Explore the technologies used to secure and troubleshoot cloud deployments.
IT Infrastructure Automation: Automated Monitoring	IT Infrastructure must be monitored and fine-tuned as processes change or grow. Discover how to use automated monitoring to gain insight into and make the management of IT infrastructure easier.
Angular 6 Development: Dependency Injection and ng-bootstrap	Dependency Injection is at the core of how Angular operates and ng-bootstrap gives us many advanced components we can work with. Discover how Angular 6 DI works and how to use some ng-bootstrap components.
Skill Development Using Alexa Components	Discover the various components of Alexa Skills and learn to work with pre-built and custom skills in order to utilize Alexa Skill Service and Alexa Voice Service.
Working with ASK API Using Node.js and	Discover how to develop Alexa applications using the Java and Node.js SDK, and learn to manage Alexa applications using the rich capabilities provided by APIs.
Developing and Implementing IoT Solutions: MicroPython Board	Explore advanced concepts used to implement IoT devices with MicroPython and MicroPython board and examine the architecture of various other boards that can be used to build IoT applications.
Developing and Implementing IoT Solutions: Using Raspberry Pi and OpenCV	Work with Raspberry Pi and Arduino in order to implement various IoT models and explore the concept of OpenCV and its relevance in setting up proper development environments.
Developing and Implementing IoT Solutions: Arduino Language	Explore detailed concepts of programming IoT applications using Arduino language and Arduino IDE, and learn to facilitate connectivity between Arduino and Pi to enhance the input output capabilities of applications
Developing AI and ML Solutions with Java: AI Fundamentals	Discover the fundamental concepts of the technologies driving artificial Intelligence (AI).
Developing AI and ML Solutions with Java: Neural Network and NLP Implementation	Discover how to implement advanced neural network using DL4j and explore the concept of NLP and its implementation using OpenNLP Java library.
Developing AI and ML Solutions with Java: Expert Systems and Reinforcement Learning	Explore the concepts of expert system along with its Implementation using Java based frameworks, and examine the implementation and usages of ND4J and Arbiter to facilitate optimization.
JavaScript Front End Development:	Discover how to work with JavaScript language frameworks, such as Angular, Vue.js, and React, for creating dynamic front end content for full stack applications.
AI and ML Solutions with Python: Supervised, Unsupervised and Deep	Discover how to implement various supervised and unsupervised algorithms of machine learning using Python, with the primary focus on clustering and classification.
Bootstrap Environment, Requirements, and	In order to use Bootstrap, there has to be some foundational structure. Discover how to add CDNs, build the structure, and access the basic features of the Bootstrap library.
Communicating with Confidence	In business, effective communication depends not just on what you say, but how you say it. In this course, you'll learn about being an effective speaker, overcoming nervousness, preparing effectively, and using your voice and body language.
Taking Effective and Professional Notes	Becoming a skilled note taker can help you become more productive in business situations. This course will cover specific techniques and strategies for taking effective notes that can improve your ability to learn and recall information.
Managing in a Crisis	Effective business leadership is essential during times of company crisis. In this course, you'll discover how to prepare for and respond to a crisis, including how to manage crisis communications.
Developing Your Business Acumen	Decision-making is a valued skill. Those who possess business acumen make business decisions that lead to success for their companies. In this course, you'll learn how developing your business acumen can enhance your decision making skills.

Course	Description
Gaining Insight through Organizational Awareness	The best leaders have a clear picture of their organizations' people and systems, what drives them, and how they interact. In this course, you'll learn about organizational awareness and how you can develop and use it in your career.
Finding and Nurturing a Mentor Relationship	Having a mentor means you can use the knowledge of a supportive professional to help you learn to work more efficiently and advance your career. In this course, you'll learn how to find a mentor who can aid you in your professional goals.
Contributing as a Virtual Team Member	Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or a remote location. In this course, you'll learn how to develop the skills you need to effective member of a virtual team.
TestPrep Professional in Human Resources (PHR)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
CCENT: Overview of Networking	Networks are the basic interconnections for all computing devices. Explore network fundamentals.
CCENT: Network Components, Topologies, and Architecture	Discover the key network components that you'll find within a network, the common design strategies for topologies, and the key network architecture basics required to configure a functional Enterprise internetwork.
IINS 3.0: Introduction to Cisco Security	Security is critical when it comes to maintaining networks. Explore Cisco network security and the concepts of Confidentiality, Integrity, and Availability.
IINS 3.0: SIEM Technology and Security Terminology	Security is at the forefront of Cisco's networking. Explore the security information and event management (SIEM) tools and some common security terminology.
IINS 3.0: Introduction to Network Attacks	Detecting and preventing network attacks is a key component to network security. Explore common network attacks and how to categorize and identify them.
IINS 3.0: Secure Device Management	Using separate access methods for regular communication versus security and management can increase security. Examine the use of in-band and out-of-band management.
IINS 3.0: Simple Network Management	The Simple Network Management Protocol can be used to manage and configure your network devices. Explore how to configure, secure, and use SNMPv3.
AWS Associate Solution Architect: AWS	Discover how standard IT technologies can be mapped to cloud equivalents in the AWS environment.
AWS Associate Solution Architect: AWS Storage Solutions	Explore the various reliable storage options available in AWS. These options can be used for backup, archiving, and disaster recovery.
AWS Associate Solution Architect: Loose Coupling	Discover best practices and techniques used to design decoupling mechanisms using AWS services.
AWS Professional Solution Architect: Data Security	Explore the various systems and controls used to ensure data security in an AWS implementation.
AWS Certified SysOps Administrator: Storage Services	Explore the main components of storage services, including Simple Storage Service (S3), Elastic Block Store (EBS), Elastic File System (EFS), and Amazon Glacier.
AWS Certified SysOps Administrator: Database Services	Discover various AWS database services, including RDS, DynamoDB, ElastiCache, and Redshift, and explore monitoring, maintenance, and security.
AWS Certified SysOps Administrator: Application Infrastructure	Explore application deployment strategies and how to better deploy and manage AWS.
AWS Certified SysOps Administrator: Monitoring the AWS Environment	Explore the collection of metrics in Amazon CloudWatch along with other services to monitor and report on management, deployment, and optimization of AWS cloud resources.
AWS Certified SysOps Administrator: High Availabilty	Explore highly available AWS architectures and services including Amazon's Simple Queue Service (SQS), Simple Notification Service (SNS), Scaling Amazon Relational Database Service (RDS), and business continuity planning (BCP).
Blockchain Architectural Components and Platforms	Explore the fundamentals of blockchain frameworks and focuses on Hyperledger Fabrics, including the installation and configuration of Fabrics.
Bitcoin Internals and Wallet Configuration	Explore Bitcoin development, with additional focus on building wallets using Java and the Node.js API.
Implementing Smart Contracts Using	Explore the architecture of Ethereum and the implementation of Smart Contracts using the Ethereum programming language.
Securing Blockchain Implementations	Explore the implementation of security in the blockchain architecture.
Alexa Architecture and Components	Discover the architecture of Alexa and the various components of Alexa along with their practical implementation.
Working with SSML and AVS	Discover how to use SSML to provide markups and manage skills, and the use of Amazon Voice Service and its interfaces to synthesize and control a voice user interface.
Working with Smart Home and Business	Explore the components of the Smart Home and Business API and how to manage and simplify business scheduling tasks.
Developing Android Applications	Android apps are built with the open-source Android Studio. Explore Android and Android Studio and discover how to create your first Android app.
Developing Android Applications: App Structure and Formatting	Android apps are designed using a specialized XML. Discover how to run Android apps using a connected Android device or the device emulator, the structure elements of apps, and the basics of app formatting.
Developing Android Applications: App	Android apps are laid out using a powerful form of XML found in Android Studio. Explore Android app layout and layout modification techniques.
iOS 12 Development: Getting Started with Xcode and iOS	iOS 12 is the latest version of Apple's mobile operating system. Discover how to install and use Xcode to create iOS projects, the basics of iOS development, and building and simulating iOS apps using Swift.
iOS 12 Development: Working With Layout and Controls in iOS	iOS provides many controls and layout options to facilitate interface development. Discover some of these controls, as well as how to set up layouts and storyboards.
Developing AI and ML Solutions with Java: Machine Learning Implementation	Explore the various machine learning techniques and implementations using Java libraries, and learn to identify certain scenarios where you can implement algorithms.
Developing AI and ML Solutions with Java: Neural Network and Neuroph Framework	Discover the essential features and capabilities of Neuroph framework and Neural Networks, and also how to work with and implement Neural Networks using Neuroph framework.
Bootstrap Forms and Layout	HTML forms and page layout are typical tasks in Bootstrap. Explore basic interactivity and how to implement consistent layout across platforms and devices.
Whole Page Controls and Extending Bootstrap	Discover how to use controls and prepare helper classes to design the look and feel of a web page. Customize the various navigation tools and other components that render professionalism to presentations.
Global Anti-bribery	Every day companies do business with partners and clients from across the globe. The stakes are high, and time is money, so it can seem necessary to grease the wheels of a complex system that can be quite slow moving at times. But understanding the repercussions of corruption when doing business is important. Bribery is unethical and, in many locations around the world, illegal. This course defines bribery in the context of international business dealings. It describes the basic concepts of bribery and explores strategies for preventing bribery in international transactions.
Global Cybersecurity Basics	Lax security practices and poor security awareness on the part of employees can result in data breaches and other security incidents that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. This course focuses on common pitfalls in IT security by end users, highlighting how seemingly harmless actions by employees can give opportunistic hackers access to sensitive organizational data and systems. The course also provides employees with common sense guidelines dealing with areas such as mobile security, online security, password security, and malicious e-mails.
Preventing Bullying and Violence	This course seeks to help employees understand the circumstances that can trigger violence in the workplace and to offer strategies for preventing the escalation of conflict. According to the Bureau of Labor Statistics, in the US, fatal injuries involving violence increased by 163 cases to 866 in 2016. Workplace homicides increased by 83 cases to 500 in 2016, and workplace suicides increased by 62 to 291. This is the highest homicide figure since 2010 and the most suicides since the Census of Fatal Occupational Injuries began reporting data in 1992. Workplace violence can include a range of acts, both physical and non-physical, such as assault, stalking, bullying, robbery, and harassment. This course will help employees to recognize early warning signs of potential workplace conflict, the actions they can take to prevent situations that may lead to workplace violence, and how to respond to an aggressor.
COMPLIANCE SHORT: GDPR	In today's data-driven society, organizations rely on the collection and processing of user data in ever-evolving ways. Employees working in these organizations share a duty to protect the rights of individuals' personal data, which includes complying with the EU General Data Protection Regulation (GDPR).
COMPLIANCE SHORT: Unconscious Bias	Employees' unconscious biases can affect the way they interact with one another. Accordingly, it is important to become aware of the ways unconscious biases can impact workplace relationships.
COMPLIANCE SHORT: Religious Accommodation	Making reasonable workplace accommodations for employees' religious practices can help contribute to a more diverse and productive work environment, while helping employers avoid discrimination and exclusionary personnel actions.
Mentoring CV0-002 CompTIA Cloud+	Skillsoft Mentors are available to help students with their studies for exam CV0-002 CompTIA Cloud+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring Professional in Human Resources (PHR)	Skillsoft Mentors are available to help students with their studies for the Professional in Human Resources (PHR) exam. You can reach them by using the Email My Mentor service.
Strategies for Managing Technical Teams	The dynamic technology field is integral to business success, but managing technical teams has unique hurdles. In this course you'll learn what these hurdles are, the qualities of a tech manager, and tips to effectively manage tech teams.
Conducting an Effective Hiring Interview	It is important that you conduct a comprehensive applicant interview. In this course you'll learn what you need to do before, during, and after an interview to find the right person for the right role.
Taking Action to Empower Employees	Empowering employees involves giving them what they need to do the best possible work. This course will cover practical ways you can empower employees so they reach their full potential, boosting job satisfaction and organizational success.
CCENT: OSI Model	The Open System Interconnection (OSI) model divides network communication into seven layers. Explore the seven layers of the OSI model.
CCENT: TCP/IP Model	Discover the TCP/IP networking model, which is used in the majority of LAN networks and on the Internet, and explore the two foundational transport layer protocols - TCP and UDP.
CCENT: Network Cabling	Explore the different networking cables, such as fiber and copper cables, technicians may encounter while working.
CCENT: IPv4 Addressing Part 1	Each device belonging to a network is assigned a unique IP address by which it can be identified. Explore IPv4 addressing, including its limitations.
CCENT: IPv4 Addressing Part 2	Each device belonging to a network is assigned a unique IP address by which it can be identified. Explore IPv4 addressing, including its limitations.
CCENT: Subnetting Part 1	Subnetting has several benefits, including achieving more efficient use of address space, increasing security through segmentation, and decreasing the size of collision and broadcast domains. Explore how to easily subnet networks.
CCENT: Subnetting Part 2	Subnetting has several benefits, including achieving more efficient use of address space, increasing security through segmentation, and decreasing the size of collision and broadcast domains. Explore how to easily subnet networks.
ICND2 3.0: Implementing VLANs	VLANs provide several benefits, including providing flexible design that's not defined by physical location and the ability to segment broadcast domains to reduce overhead and increase security. Examine how to configure VLANs.
ICND2 3.0: Trunking Overview	Trunk links provide VLAN identification for frames traveling between switches. Explore the concept of trunking.
ICND2 3.0: Configuring Trunking	Explore the concept of trunking and the tasks required to configure and verify them.
ICND2 3.0: Spanning Tree Overview	Spanning Tree Protocol (STP) identifies and terminates redundant links to provide a loop-free network. Explore STP operations.
ICND2 3.0: Spanning Tree Configuration and Verification	Spanning Tree Protocol (STP) identifies and terminates redundant links to provide a loop-free network. Examine STP configuration.
ICND2 3.0: PortFast and BPDU guard	PortFast and Bridge Protocol Data Unit (BPDU) guard are Spanning Tree Protocol (STP) enhancements that improves network reliability, manageability, and security. Discover how to configure PortFast and BPDU guard.
ICND2 3.0: InterVLAN Routing	Discover the need for InterVLAN routing in modern day network deployments and explore the concepts and configuration of InterVLAN routing.
IINS 3.0: Specific Network Attacks	Examine in more detail some specific network attacks and how to categorize and identify them.
IINS 3.0: Malware and Data Loss	Explore common security threats like malware and some of the ways in which data loss can occur.
IINS 3.0: Encryption Methods	Protecting communications and maintaining privacy and integrity is a necessary part of networking. Examine how encryption works and why it should be used.
IINS 3.0: Cryptographic Key Exchange	For two devices to communicate securely they must have a common key. Explore how keys can be shared and how communications can be encrypted and verified using digital signatures.
IINS 3.0: Network Topologies	The topology of a network affects how and where it should be secured. Discover how the topology affects protecting the network and how different topologies require different security requirements.
IINS 3.0: Auto Secure	Explore the use and configuration of the AutoSecure feature and verify it is protecting the device.
IINS 3.0: Management Plane Access	Securing access to the management plane can be done with AutoSecure, but sometimes you need to do it manually or have more control. Explore how to secure the management plane from the CLI.
IINS 3.0: SCP and AAA Technologies	Secure file transfers and configuring authentication, authorization, and accounting features are required to have a secure system. Explore the Secure Copy tool for file transfers and the AAA configuration of Cisco devices.
IINS 3.0: TACACS+	Remote authentication simplifies securing access over a larger network. Explore using TACACS+ for remote access control over network devices.

Course	Description
Developing Android Applications: Creating an App with Java	Android apps need to be interactive and that means programming in Java. Discover how to create an app, from layout to Java coding.
Developing Android Applications: Activities, Connectivity, and Services	Android devices are connected devices. Discover Android activities, broadcast receivers and content providers, and how to work with services.
Developing Android Applications: Debugging and Testing	A key element of Android development is debugging and testing. Explore Android debugging, including Logcat, and testing with Android Studio.
Ruby Full Stack Development: Introduction	Ruby is a very powerful language for web and software development. Explore the Ruby language, including how to code in Ruby and the basic building blocks of a Ruby application.
Ruby Full Stack Development: Flow Control and Data Types	Software development requires the use of data types and flow control in order to build most applications. Explore the Ruby data types and how to manipulate them using flow control and Ruby's built-in methods.
EEO and Lawful Hiring	As a manager, it's essential to use recruitment strategies that attract the right candidates, but it's just as important to avoid discrimination in hiring, both intentionally and unintentionally. In this course, you'll learn about the Equal Employment Opportunity laws that guide your company's recruitment efforts and aid you in carrying out hiring practices that are fair and lawful.
CCENT: IPv6 Addressing	IPv6 overcomes the limitations of IPv4 by providing more than enough globally unique IP addresses to accommodate every device in the world. Explore IPv6 features, address types, and allocation.
CCENT: IPv6 Configuration	Explore IPv6 address configuration including enabling unicast routing, manually assigning IPv6 addresses, and ways to verify the interface.
CCENT: Overview of Cisco Devices	Explore the physical components of Cisco devices - the internal integrated parts provided in some devices, versus the interchangeable options included for others, allowing the addition of further functionality.
CCENT: Discovering Ethernet	Ethernet data packets rely on a payload called frames to define how bits are transmitted and received over a network. Explore the Ethernet frame header and the information it provides.
CCENT: Troubleshooting Interfaces and Cables	Cabling-related settings need to be configured properly in order to ensure device connectivity and interface stability. Explore the configuration and troubleshooting of speed, duplex, MDIX, and auto interface settings.
ICND2 3.0: Configuring EtherChannel	Discover the benefits of EtherChannel and learn how to configure it.
ICND2 3.0: Switch Aggregation and Threat Mitigation	Being able to meet your network's demands is essential in managing secure and highly available networks. Explore switch aggregation and threat mitigation.
ICND2 3.0: Routing Protocols	Explore the characteristics and behaviors of different interior gateway protocols so you will be able to identify which one aligns best to your needs.
IINS 3.0: Network Time Protocol	Accurate time on devices is necessary for security. Explore the Network Time Protocol (NTP) and how it can be configured and used to synchronize time between devices.
IINS 3.0: Network Access Control	Explore integrating Cisco devices with Active Directory and securing access using ISE and ACS.
IINS 3.0: Port Based Access Control, BYOD, and MDM	Explore how to secure ports using 802.1x authentication and discover the tools available to support Bring Your Own Device (BYOD) and mobile device management (MDM).
IINS 3.0: IPsec and VPN	Explore IPsec, its components, and what is involved with Phase 1 (SA) and Phase 2 (encryption).
IINS 3.0: AnyConnect VPN Using ASDM	Explore the process of using ASDM to configure client-based AnyConnect VPN on a Cisco ASA firewall. Discover the challenges of this configuration, how to reconfigure and verify it, and the components of endpoint posture assessments.
Developing Android Applications: Defensive Programming and Security	Any application development requires an understanding of security. Explore defensive programming and security in Android, including errors and exceptions, and malware and threat detection.
iOS 12 Development: Working With Data and Gestures	iOS 12 apps often need to manage data and touch-based user interaction. Â Explore using tables, how to use application settings to manage data, and how to respond to touch-based interaction and gestures in an iOS app.
Workplace Harassment Prevention for Employees, State of New York	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
Workplace Harassment Prevention for Managers, State of New York	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination, while focusing on the specific role managers have in modeling appropriate behavior, responding to inappropriate conduct, and handling complaints from employees. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
FMLA Leave and More: An Overview of Legally Protected Leave	A sick child at home. An accident or injury. A death in the family. Notification to serve on the jury for an upcoming trial. Each of these events is part of life and can temporarily prevent an employee from being able to perform his or her job. Supervisors and managers often find themselves in the position of responding to requests for employee leave as they handle the company's day-to-day operations. It is important for managers and supervisors to understand the basic guidelines for granting leave that are established by the Family and Medical Leave Act (FMLA) and other laws.
COMPLIANCE EXPERT: Diversity - Overcoming Barriers	Barriers to diversity can exist at every level in an organization. In this Compliance Expert Impact, Catherine Guttman-McCabe explores where employers must take steps to remove barriers and promote diversity.
Measuring Outcomes and Using KPIs	To measure the outcomes of your company, you need to institute the most suitable performance measurement systems. In this course, youâ€™ll learn about performance measurement systems and how to work with key performance indicators.
Coaching Techniques That Inspire Coachees to Action	Successful businesses see the development of talent as an essential activity. This course identifies how coaching helps professional growth, how to develop relationships with coachees, assess their needs, and create goals to meet them.
Keeping Your Coachee Committed and Accountable	Productive coaching is essential to the professional development. In this course, youâ€™ll learn actions for gaining commitment from coachees, measuring their progress, and how to recognize when they're ready to move forward on their own.
Enabling Business Process Improvement	Process improvements can transform a business, increasing efficiency, customer satisfaction, and profits. This course will cover steps and strategies for managing a process improvement initiative so it yields the best possible results.
TestPrep Senior Professional in Human Resources (SPHR)	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Visio 2013: Exploring the Interface	Visio has many uses, including creating workflows, floor plans, network diagrams, and organizational charts. Â Explore the interface and display options, and discover how to customize the interface, toolbar, and ribbon.
Visio 2013: Creating, Saving, & Sharing Documents	Discover how to work with documents in Visio. Learn how to create, save, and print a document; work with charts and multiple documents; and share documents via email or on OneDrive.
Visio 2013: Formatting & Structuring a	Make your Visio document even moreÂ visually appealing. DiscoverÂ how to organize pages, modify the layout and background, use themes, and create a template.
Visio 2013: Inserting Shapes & Images	With Visio, you can add a number of different elements to your diagrams. DiscoverÂ how to work with shapes, images, and links; create a diagram from a template; and create a custom stencil.
Visio 2013: Formatting & Organizing Shapes	Using shapes in your Visio diagrams can make them more meaningful. Discover how to customize shapes, organize items on a page, use layers, add item connectors, and create a container to highlight shapes.
Visio 2013: Inserting & Formatting Text	Adding text can clarify the meaning of diagrams. Learn to work with text in Visio, including how to insert, format, copy, and paste; use the spell check and search functions; and use different pens if working on a tablet or phone.
Visio 2013: Adding Data to Diagrams	In many cases, you'll want to associate data to your Visio diagrams. Explore different ways to add information to your shapes, and discover how to import data as either an object or a link.
Visio 2013: Creating Data Graphics &	You can create a number of specialized diagrams using Visio. DiscoverÂ how to insert and format charts, PivotTables, spreadsheets, organization charts, floor plans, network diagrams, and calendars.
Ladder Safety 2.0	This course provides information about the safe use of portable and fixed ladders. The intent of the course is to provide the learner with information about the hazards involved with the use of ladders and control methods that will greatly reduce these hazards.
Laboratory Safety	This overview course is designed for employees who work in an industrial, clinical, or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Job Hazard Analysis	This course is intended to provide information that will help improve the quality of work environments, reduce absenteeism, help maintain a healthier workforce, reduce injury and illness rates, and make workers feel good about their work. This course was specifically designed for supervisors and managers to help enhance existing techniques in job hazard analysis. The content of this course is designed to comply with the intent of the applicable regulatory requirements.
Back Safety and Injury Prevention 2.0	This course is designed to raise awareness of workplace hazards that can cause back injuries and to equip employees to protect themselves from preventable back injuries. It covers job-specific hazards that contribute to preventable back injuries, the characteristics of healthy posture, and specific ways to minimize the risk of back injuries. It also covers workplace controls, including engineering, administrative, and work practice controls, that can help minimize back injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Bloodborne Pathogen Awareness 2.0	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session. Employers may use a variety of methods to meet the intent of the standard. As an example, OSHA has previously stated that an employer can meet OSHA's requirement for trainees to have direct access to a qualified trainer by providing a telephone hotline.
Hazard Communication: An Employee's Right to Understand 2.0	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hearing Conservation 2.0	Millions of workers have been affected by hearing loss caused by their jobs. In this course, you will learn about ways to help you prevent noise-induced hearing loss. You'll also learn about the purpose and components of a hearing conservation program, including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Defensive Driving 2.0	Every year, motor vehicle accidents result in thousands of deaths, and many of these result from occupational motor vehicle incidents. This course provides simple, effective defensive driving techniques you can use to reduce your chances of being involved in a motor vehicle accident. It covers accident prevention techniques, safety precautions for driving in hazardous conditions, and the risks of drinking and driving. It also explores the use of vehicle safety features and covers guidelines for driving safely on the job.
PPE: Personal Protective Equipment 2.0	This course covers types, selection, maintenance, and care of personal protective equipment (PPE) in the workplace. The types of PPE covered in the course include hard hats; hand, foot, and eye protection; and body protection. The course also provides general guidelines on when respiratory, hearing, and fall protection are required. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Active Shooter 2.0	Active shooter situations have become more common, in public places and at work premises. This course will help you prepare to respond to an active shooter situation. You'll learn about typical characteristics of active shooter incidents, ways you can prepare now, and expert recommendations on how best to react when an attack is in progress. You'll also learn what to expect and how to react when law enforcement arrives.
CCENT: Initial Device Configuration	When installing new Cisco devices on a network, they need to be configured to work properly. Explore initial switch and router configuration.
CCENT: IPv4 Configuration	Explore the different configuration options that are part of IPv4 addressing and explore some basic troubleshooting techniques.
CCENT: Troubleshooting Methodologies	Troubleshooting methodologies provide a variety of approaches. Explore how to determine which techniques are best suited for your configuration scenario.
CCENT: Switching Functions	Discover fundamental concepts like broadcast and collision domains, the difference between hubs and switches, and how MAC address tables are populated as data moves through the switch device.
CCENT: VLAN Configuration	VLANs are logically separated broadcast domains created through switching technology that provide a means of creating network security zones. Explore network design and how VLANs are used to enhance network operations.
CCENT: Interswitch Connectivity	A switch's port can either function as a regular access port or it can be used as a trunk port and used to connect to another switch. Discover how these port types and trunks are configured, and how VLAN traffic is impacted.
CCENT: Discovery Protocols	Managing network devices involves many protocols. ExploreÂ technologies used in the management and discovery of network devices.
CCENT: Port Security	Explore port-security concepts, such as the different violation modes, the need for switchport port-security, and how to configure a recovery from a violation.
CCENT: Functions of Routing	Routers allow network devices to communicate beyond their local area network (LAN), providing inter-network connectivity. Explore routing, including components, functionality, the routing table, routing protocols, and path selection.
CCENT: InterVLAN Routing	VLANs on a single switch cannot directly communicate without a router. Discover how to configure a Layer 3 device to allow traffic to traverse multiple VLANs.

Course	Description
CCENT: Static Routing	Routing allows data to be transmitted across networks from source to destination. Optimal routes can be determined by using dynamic routing protocols or by static configuration. Explore the implementation of static routes.
CCENT: RIPv2 Configuration	Although static routing can work for a smaller network, ultimately, dynamic routing is the way to handle routing. Explore dynamic routing using the RIPv2 protocol over IPv4.
CCENT: DNS Configuration	DNS is critical to the internet and required for finding websites or even individual devices or servers. Explore DNS, how it works, and how to configure both a server and client device.
CCENT: DHCP Configuration	DHCP can be used to replace static client IP and network configuration on clients where a static IP is not required. Explore DHCP, how to configure a router to provide the service, and how to configure clients.
CCENT: NTP Configuration	Synchronizing time between systems is important for meeting many legal obligations. The Network Time Protocol was designed to do this. Discover how to configure an NTP server and configure clients to use the service.
CCENT: Access Control Lists Part 1	Securing the network, especially at the perimeter, is a critical part of network administration. Discover how to use Access Control Lists to permit or deny access to network resources.
CCENT: Access Control Lists Part 2	Securing the network, especially at the perimeter, is a critical part of network administration. Discover how to use Access Control Lists to permit or deny access to network resources.
CCENT: NAT Configuration	Network address translation is a process for allowing client systems to access the internet without their own dedicated routable IP. Discover how to configure and use NAT.
CCENT: Device Management	From initial configuration to hardening, all devices require periodic maintenance, recovery, or security hardening. Explore the basics of hardening and maintaining a router.
CCENT: Device Hardening	From initial configuration to hardening, all devices require periodic maintenance, recovery, or security hardening. Explore the basics of hardening and maintaining a router.
CCENT: Subnetting Practice	Work through the logic of tackling exam questions about subnetting.
ICND2 3.0: OSPFv2 Operations	Explore the characteristics and behaviors of OSPFv2 and how it can be used to build large scale routing domains.
ICND2 3.0: Configuring OSPFv2	OSPF is a highly flexible and versatile routing protocol. Examine the configuration and verification of an OSPFv2 deployment.
ICND2 3.0: Configuring Multiarea OSPFv2	Discover how to configure multiarea OSPFv2 and explore the differences between single-area and multiarea OSPFv2.
ICND2 3.0: Configuring and Verifying OSPFv3	OSPFv3 is a link-state routing protocol that expands on the functionality of OSPFv2, including support for IPv6. Explore the OSPFv3 routing protocol, including how to configure it and verify the configuration.
ICND2 3.0: Implementing EIGRP	Enhanced Interior Gateway Routing Protocol (EIGRP) is an advanced distance-vector routing protocol developed by Cisco. Learn about its features, feasible and reported distances, and how it calculates metrics.
ICND2 3.0: Configuring and Verifying EIGRP	Building scalable routed networks requires dynamic routing protocols like EIGRP. Learn how to configure and modify EIGRP, as well as how to verify your configurations.
ICND2 3.0: Wide Area Networks Using GRE and eBGP	A WAN is a network that spans large geographical areas and interconnects smaller networks, such as LANs. Increase your knowledge of connecting global networks by learning about GRE tunnels, inter-domain routing, and eBGP.
ICND2 3.0: WAN Topologies and Connectivity	Today's networks span across the globe. To connect different geographical locations, you need to implement a wide area network. Build your foundational knowledge of WANs by learning about topologies, connectivity options, VPNs, and devices.
ICND2 3.0: Infrastructure Services	Examine how HSRP and cloud computing can greatly enhance networks.
ICND2 3.0: QoS Overview	Explore the need for QoS, and the various features, tools, and mechanisms that it offers.
ICND2 3.0: Configuring ACLs	An access control list (ACL) is a programmed statement used to permit or deny network traffic based on specified criteria. Explore ACL types, how they operate, and their configuration.
ICND2 3.0: SNMP Monitoring	Explore SNMP, a standard protocol for managing and monitoring network devices.
ICND2 3.0: Device Monitoring, Management, and Programmability	Networks are continually evolving, which is something that you need to embrace. This will help you implement the most secure, scalable, highly-available, and cost efficient networks. Explore device management tools.
ICND2 3.0: Troubleshooting Connectivity	As a network administrator, it's vital to be able to troubleshoot network connectivity issues. Learn how to troubleshoot with SPAN, IP SLA, and other tools.
IINS 3.0: Clientless SSL VPN & ASDM	Discover how to implement a remote access VPN using a clientless SSL VPN on a Cisco ASA, configure the VPN through the ASA Device Manager (ASDM), and verify its implementation.
IINS 3.0: IPSec Site-to-Site VPN	Explore the basics of creating an IPsec site-to-site VPN and how to configure both sides of the router. Scenarios that may cause the tunnel to not build are also discussed.
IINS 3.0: Secure CLI Access	Explore the basics of securing router access, including how to secure the CLI using multiple privilege levels and configure role-based access. Discover how to add users with varying privilege levels for control.
IINS 3.0: OSPF and EIGRP Authentication	Discover how to configure OSPF and EIGRP authentication using MD5. Explore authentication configuration goals and prerequisites, routing protocol vulnerabilities, and security.
IINS 3.0: Attack Mitigation	A security professional must be able to identify common Layer 2 attacks. Explore these common Layer 2 attacks and how to mitigate them.
IINS 3.0: Control Plane Policing	Explore the concept of control plane policing, examine the security risks when CoPP isn't configured, and configure and verify CoPP configuration on a router.
IINS 3.0: PVLANs and VLAN Security	Examine when to use private VLANs, how to configure them, and how to verify the configuration. Discover native VLAN security issues, its purpose, and how to configure it on a switch.
IINS 3.0: Firewall Technology	Examine the differences between various Cisco firewall technologies, such Cisco ASA, NAT, and zone-based firewalls.
IINS 3.0: Network Address Translation	Explore how to set up policy-based NAT on a Cisco ASA, ASDM configuration details, and how to verify the configuration.
IINS 3.0: Zone-Based Firewall Configuration	Explore the use of zones on a Cisco router, why to use zones, using zone pairs, and how to configure zone-based firewall. The concept and configuration of self zones is also covered.
IINS 3.0: ASA Security and Policies	Explore Cisco ASA access management, including how to configure access using Telnet, SSH, ad HTTPs and how to set up ASDM. Configuring dynamic NAT and security access policies is also covered.
IINS 3.0: Firewall Features	Examine some of the different features that can be configured on a Cisco firewall, how to navigate around the Cisco ASA, and show where configurable elements are found.
IINS 3.0: IPS Deployment Configuration	Examine IPS deployment considerations, including the purpose of the IPS, deployment placement, basic functions, and IPS usage results. Using the Cisco FMC to show the configuration of an intrusion policy is also covered.
IINS 3.0: Configuring Cisco IPS	Explore how to configure the Cisco IOS IPS from the CLI interface and all the IPS technologies involved in configuring it.
IINS 3.0: Threat Mitigation for Email, Web, and Endpoints	Discover how to mitigate threats for email, web, and endpoints using technologies such as Cisco Email Cloud Security, Cisco ESA, Cisco Cloud Web Security, Cisco WSA, Cisco ISE, and Cisco AMP for Endpoints.
ROUTE 2.0: Introduction to Networking	Explore the purpose of the CCNP Route 300-101 exam, how Cisco routers are used in medium to large networks, and some challenges a network engineer may experience when supporting a large network.
ROUTE 2.0: IP Operations	Explore the basics of the Internet Protocol. Discover how routers leverage IP to move data across a network by following each step of a packet's journey through multiple routers to its destination.
ROUTE 2.0: Network Migration	Explore how changing network parameters, routing, or protocols can have an adverse effect on a network.
ROUTE 2.0: Point-to-Point Networking	Discover the Point-to-Point Protocol (PPP) and how it is configured and can be used on a network.
ROUTE 2.0: Frame Relay Operations	Explore frame relay operations, including point-to-point and multipoint frame relay configuration, verification, and syntax.
ROUTE 2.0: IPv4 Addressing Types	Discover IPv4 subnetting and explore the different addressing types.
ROUTE 2.0: IP Addressing and DHCP	Discover the basics of the DHCP process and how to configure a DHCP server on a Cisco router. Configuring a DHCP relay agent is also covered.
ROUTE 2.0: IPv6 Addressing	Explore the basics of IPv6, including the structure of an IPv6 address and how to set up stateless address autoconfiguration.
ROUTE 2.0: IPv6 Addressing and DHCP	Explore scenarios where DHCPv6 is used in conjunction with stateless address autoconfiguration, and where DHCPv6 issues options and addresses without using stateless address autoconfiguration.
ROUTE 2.0: Static Routing	Explore the concept of static routing and how to configure static and floating static routing.
ROUTE 2.0: Default Routes	Explore the use of default routes, including how to configure them and verify their operation.
ROUTE 2.0: Routing Protocol Types	Explore routing protocol types, including interior and exterior gateway routing protocols.
ROUTE 2.0: Using VRF Lite	Explore VRF Lite, including why you would use this technology and how to configure it and verify the configuration.
ROUTE 2.0: Route Filtering	Explore how to configure filtering for routes using distribute and prefix lists.
ROUTE 2.0: Route Filtering for EIGRP, OSPF, and BGP	Examine route filtering with the EIGRP, OSPF, and BGP routing protocols.
ROUTE 2.0: Route Redistribution with RIP and EIGRP	Explore route redistribution between networks running different routing protocols, in particular, RIP and EIGRP.
ROUTE 2.0: Route Redistribution with OSPF	Explore route redistribution between networks running different routing protocols with a network running OSPF.
ROUTE 2.0: Router Summarization for RIP	Explore route summarization and how it is used in a RIP-based system.
ROUTE 2.0: Router Summarization for EIGRP and OSPF	Examine route summarization and how to use it in an EIGRP and OSPF-based systems.
ROUTE 2.0: Routing Policies	Explore the creation of policy-based routes and examine rules to manage network routing.
ROUTE 2.0: Loop Prevention Using Built-In Mechanisms	Explore loop prevention and built-in mechanisms to help prevent them.
ROUTE 2.0: Loop Prevention Using Route Tags and Maps	Explore loop prevention using route tags and route maps while redistributing in OSPF.
ROUTE 2.0: Routing Information Protocol	Explore and configure the Routing Information Protocol for IPv4 and IPv6 networks and examine the differences between RIP and RIPv2.
ROUTE 2.0: Introduction to EIGRP	Explore the Enhanced Interior Gateway Routing Protocol (EIGRP) and the EIGRP packet types.
ROUTE 2.0: EIGRP Neighbors	Explain how to configure EIGRP Neighbors using static and dynamic discovery and how to manage bandwidth utilization to prevent saturating a slow link
ROUTE 2.0: EIGRP Authentication	Explore using key-chains, keys, and key rotation to secure updates and prevent routing updates that are not authenticated.
ROUTE 2.0: EIGRP Stubs	Explore stub routers and how they are used, and examine various EIGRP stub configuration options.
ROUTE 2.0: EIGRP Load Balancing and	Explore equal and unequal load balancing and how to adjust the metric values for routes with the Enhanced Interior Gateway Routing Protocol (RIGRP).
ROUTE 2.0: EIGRP Over IPv6	Explore and configure EIGRP over IPv6 and recognize where it is similar and different from running EIGRP over IPv4.
ROUTE 2.0: OSPF Packet Types	Explore the five packet types of the Open Shortest Path First (OSPF) protocol.
ROUTE 2.0: OSPF Configuration	Explore the basics of OSPF configuration, including how to enable it, advertising networks to OSPF, and troubleshooting. Configuring plain text and MD5 authentication is also covered.
ROUTE 2.0: OSPF Network and LSA Types	Discover how to manually define OSPF network types, allowing you to change how OSPF behaves. Link state advertisements and their purpose is also covered.
ROUTE 2.0: OSPF Route Types	Explore the various route types that OSPF uses in the Cisco IOS routing table, including intra-area and inter-area routes and the differences with how OSPF handles external routes redistributed into an autonomous system.
ROUTE 2.0: OSPF Area Types	Discover how backbone and standard areas function in OSPF and examine variations of standard area types including Stub, Totally Stubby, NSSA, and Totally NSSA.
ROUTE 2.0: OSPF IPv6 Routing	Discover how to configure IPv6 for OSPFv3, including how to configure IPv6 on OSPF routers and verify it is operational.
ROUTE 2.0: BGP Loopback and Propagation	Explore how to propagate, scale, use loopback addresses, and peer groups to add resiliency to BGP.
ROUTE 2.0: Multiprotocol BGP	Explore multiprotocol BGP and use BGP address families to support IPv6 and exchange IPv6 routes.
ROUTE 2.0: BGP Attributes	Explain how BGP attributes are used for route selection and how to manipulate the attributes to set a preferred router.
ROUTE 2.0: Generic Routing Encapsulation Tunnels	Explore Generic Routing Encapsulation (GRE) Tunnels for transferring packets from one protocol within another and, how to secure the transfer of those packets.
AWS Associate Solution Architect: Architecting for the Cloud	Explore AWS architectures and the multi-tiered architectural patterns available for microservices, mobile back ends, and public websites.
AWS Associate Solution Architect: High Availability	Explore the various AWS features available for designing highly available and fault tolerant systems in the cloud.
AWS Associate Solution Architect: Database Managed Services	AWS offers a range of purpose-built databases to use with well-architected applications. Explore relational, non-relational, data warehousing, in-memory data store, and graph databases.
AWS Associate Solution Architect: Caching	Caching stores previously retrieved or computed data, allowing it to be quickly accessed during future requests. Explore the various caching options available in AWS.
AWS Associate Solution Architect: Scalability and Elasticity	Explore the various high availability solutions that can be used to design a well-architected AWS framework.
AWS Associate Solution Architect: Architecture Security	Discover architectural best practices for securing AWS data and applications, including data classification, encryption, and tokenization.
AWS Associate Solution Architect: Virtual Private Cloud	Amazon Virtual Private Cloud enables AWS resources to be launched in their own isolated virtual network. Examine the benefits of implementing an Amazon VPC.
AWS Associate Solution Architect: Optimizing Storage	Explore the AWS cost optimization techniques and tools used to obtain a balance between availability, durability, and performance.

Course	Description
AWS Associate Solution Architect: Optimizing Compute Resources	Explore best practices and techniques used to design a cost-optimized compute architecture.
Data Warehouse Essential: Concepts	Explore the fundamentals of data warehousing and the approaches of implementing it.
Data Warehouse Essential: Architecure Frameworks and Implementation	Examine architectures of data warehouse implementations, including logical and physical design. How to effectively implement and manage data warehousing projects is also covered.
Configuring Windows 10 Devices: Introduction to Windows 10	Windows 10 is an operating system built for today's needs. Discover the Windows 10 story and interface, as well as Windows 10 editions and Windows as a Service.
Configuring Windows 10 Devices: Start Menu, Personalization, and Multitasking	Windows 10 is an operating system built for today's needs. Discover the Start Menu and personalization, syncing settings, multitasking, Windows Explorer, the Action Center, Cortana, and Continuum.
Configuring Windows 10 Devices: Introduction to Deployment	Windows 10 offers new approaches to deployment through upgrading or provisioning. Discover installation and deployment scenarios for current and new devices, wipe-and-load installs, and how provisioning works.
Configuring Windows 10 Devices: Deployment Tools and Procedures	Deployment is often expensive, but Windows 10 offers new approaches through upgrading or provisioning. Discover install components, WIM files, DISM, ADK, MDT, the boot process and Windows To Go.
Configuring Windows 10 Devices: Devices and Disks	Windows 10 supports a range of new and old hardware technologies. Explore supported hardware technologies of Windows 10, configuring drivers and disks, and managing Storage Spaces.
Configuring Windows 10 Devices:	Windows 10 offers support for a number of network types and devices. Explore networking fundamentals integral to Windows 10 systems, including how to configure devices for network communication.
Configuring Windows 10 Devices: Remote Connections	Windows 10 easily allows users to work remotely. Discover how to configure devices for local and remote connections.
Configuring Windows 10 Devices: Maintaining Windows 10	It's important to monitor Windows 10 systems so that you can optimize performance and security. Discover how to maintain, optimize, and recover Windows 10 systems, as well as power settings and File History.
Configuring Windows 10 Devices: Virtualization Technologies	Virtualization is the process of creating virtual versions of a device or a resource. Discover how to configure Hyper-V and virtual environments.
Configuring Windows 10 Devices: User Data	More than ever, users need to be able to securely access relevant data anywhere, anytime. Discover how to enable mobile and desktop data access, user profile configurations, and File History and Backup.
Configuring Windows 10 Devices: Authentication	Windows 10 adds new security features that seek to overcome the limitations of traditional passwords. Explore the details of how login works as well as key concepts behind authentication, including Kerberos.
Configuring Windows 10 Devices: Secure Identities	Windows 10 adds new security features. Explore local user and Microsoft accounts, Azure AD, certificate-based authentication, and how to implement Windows Hello and virtual smart cards.
Configuring Windows 10 Devices: Threat Resistance and UAC	Systems are vulnerable and threats are real. Explore Windows 10's security features, including Group Policies, and User Account Control.
Configuring Windows 10 Devices: Threat Resistance Technologies	Windows 10 has included a number of new security features to make your system more secure. Explore some of these features, including AppLocker, Device Guard, Windows Advanced Firewall, Windows Defender, and more.
Configuring Windows 10 Devices: Data Protection	There are nuances to applying permissions in order to protect data. Explore data protection methods for local and enterprise systems, including layering NTFS permissions and EFS.
Configuring Windows 10 Devices: Bitlocker, Recovery, and Maintenance	Discover Windows 10 built-in encryption tool! Explore BitLocker, and MBAM to encrypt files and devices, as well as Enterprise Data Protection, which provides secure containers for mobile devices and BYOD scenarios.
Configuring Windows 10 Devices: Installing and Managing Applications	Windows 10 includes a number of new tools and approaches for managing Windows applications. Examine traditional desktop applications, App-V, Intune, Azure RemoteApp, ACT, and more.
Configuring Windows 10 Devices: Universal Windows Apps	Windows 10 introduces a whole new type of application based on its Universal Windows Platform (UWP). Discover the Windows 10 App model, universal apps, Windows Store features, sideloading, and Edge Explore and IE 11 compatibility.
Configuring Windows 10 Devices: Managing Devices	You need to be able to manage client devices. Explore various tools and methods to manage client devices, with a special focus on Windows 10, including multiple technologies such as WMI, WinRM, RSAT, WSUS, and Intune.
Server 2016: Install, Store, and Compute: Installation Options	Windows Server 2016 offers the power of Windows Server in the Windows 10 era. Explore the prerequisites and requirements for installing Windows Server 2016, including installation options for Nano Server and Server Core.
Server 2016: Install, Store, and Compute: Upgrades, Migrations, & Activation Models	Windows Server 2016 offers the power of Windows Server in the Windows 10 era. Explore Windows Server upgrades, migrations, and activation models.
Server 2016: Install, Store, and Compute: Backup Strategies & Server Monitoring	Explore different Windows Server 2016 tools such as Hyper-V, Active Directory, PerfMon, and Windows Sever Backup.
Server 2016: Install, Store, and Compute: Image Deployment Management	Discover Windows Server 2016 image deployment tools. Examine the native tools of Windows Server 2016 used to create, deploy, manage, and maintain servers and server images.
Server 2016: Install, Store, and Compute: Disk & Volume Configuration	Windows Server 2016 offers the power of Windows Server in the Windows 10 era. Explore Windows Server 2016 disk and volume configuration, which feature a versatile set of tools and options for a variety of modern data storage needs.
Server 2016: Install, Store, and Compute: Server Storage Solutions	Explore Windows Server 2016 storage solutions, which feature a versatile set of tools and options for a variety of modern data storage needs.
Server 2016: Install, Store, and Compute: Data Deduplication & Hyper-V Setup	Explore the Windows Server 2016 technology of data deduplication and how to install and manage Windows Hyper-V.
Server 2016: Install, Store, and Compute: Virtual Machine (VM) Settings	Explore the Hyper-V role in Windows Server 2016, including key virtual machine configuration settings and integration services for Linux and Free BSD VMs.
Server 2016: Install, Store, and Compute: Hyper-V Storage Configuration	Explore storage configuration settings in the Hyper-V role in Windows Server 2016 such as VHD and VHDX files, Pass-through disks, checkpoints, and storage QoS.
Server 2016: Install, Store, and Compute: Hyper-V Networking Configuration	Part of configuring Hyper-V in Windows Server 2016 is configuring the network settings. Examine the flexible options for virtual networking of Hyper-V guests.
Server 2016: Install, Store, and Compute: Windows Container Deployment	Windows containers are a type of isolated environment where applications can run. Examine Hyper-V guests and containers - self contained, isolated, and portable operating environments.
Server 2016: Install, Store, and Compute: Windows Container Management and	Examine how container objects are used as an isolation boundary in Windows Server 2016, high availability, and disaster recovery options in Hyper-V.
Server 2016: Install, Store, and Compute: Failover Clustering Strategies	Examine the high availability solutions for Windows Server 2016 provided by Failover Clustering.
Server 2016: Install, Store, and Compute: Managing High Availability Solutions	Hyper-V, flexible storage solutions, and Windows Clustering can create a remarkably fluid server infrastructure that responds to the 24x7x365 demands of modern business. Explore these options native to Windows Server 2016.
Server 2016: Install, Store, and Compute: VM Motion and Network Load Balancing	Explore solutions for continuous VM availability with VM movement and migration scenarios and the implementation of a Network Load Balancing cluster.
Server 2016: Networking: IPv4 & IPv6 Address Management	Explore IPv4 and IPv6 with Windows Server 2016, including transition technologies and Border Gateway Protocol.
Server 2016: Networking: DHCP	Windows Server 2016 offers the power of Windows Server in the Windows 10 era. Explore DHCP deployments with Windows Server 2016 for automated IP address assignments.
Server 2016: Networking: DHCP	Explore DHCP management features with Windows Server 2016 for automated and fault tolerant IP address assignments.
Server 2016: Networking: DNS	Discover Domain Name System (DNS), which is used to resolves names to IP addresses. Explore the options for DNS deployments in Windows Server 2016 to provide name resolution on a Network.
Server 2016: Networking: DNS Zones &	Examine options for DNS zone creation and management in Windows Server 2016 to provide name resolution on a network.
Server 2016: Networking: IP Address Management Configuration	A scaled network relies on basic network services, but managing and controlling access to critical services poses challenges in scaled environments. Explore the role of IPAM in centralizing administrative access for Windows Server 2016.
Server 2016: Networking: DNS & DHCP Management Using IPAM	A scaled network relies on basic network services, but managing and controlling access to critical services poses challenges in scaled environments. Explore DNS and DHCP management using IPAM in Windows Server 2016.
Server 2016: Networking: Network Connectivity & Remote Access	Explore remote access configurations in Windows Server 2016, including NAT, the routing feature, Remote Access Gateway, VPN options and the DirectAccess solution.
Server 2016: Networking: Network Policy Server	In an always connected world, you need secure remote authentication solutions and Windows Server 2016 delivers those solutions. Explore the Windows Server 2016 remote authentication solutions, including the Network Policy Server.
Server 2016: Networking: Distributed File System & Branch Office Solutions	Reducing bandwidth can drive savings to the bottom line. Examine the Windows Server 2016 technologies that support branch offices including considerations for branch offices, reduced bandwidth consumption, and making files more available.
Server 2016: Networking: Advanced Network Infrastructures	Networks must be responsive even in the face of NIC and network failures. Explore advanced networking options in Windows Server 2016 including NIC and Switch Embedded Teaming, and options for software-defined networking.
Server 2016 - Identity: Active Directory Domain Controllers	Windows Server 2016 offers the power of Windows Server in the Windows 10 era. Explore Windows Server 2016 Active Directory logical concepts, installation, and configuration options for domain controllers and read-only domain controllers.
Server 2016 - Identity: Active Directory Accounts & Permissions	Examine Active Directory logical objects, permissions, and sharing, user and computer accounts, appropriate permissions, and how to secure domain resources.
Server 2016 - Identity: Active Directory Groups & Organizational Units	Active Directory (AD) groups are used to combine multiple users, computers, or even other groups together. Examine Active Directory object types and group management.
Server 2016 - Identity: Active Directory Service Authentication & Account Policies	Service accounts are user accounts created for services which define their security context, or access privileges to system and network resources. Discover service accounts and options for Active Directory authentication services.
Server 2016 - Identity: Active Directroy Maintenance & Recovery	Active Directory (AD) is typically one of the key network services in an organization. Being ready for and AD disaster is very important. Explore Active Directory maintenance, recovery, and replication options.
Server 2016 - Identity: Active Directory Trusts & Sites	Explore the different types of Active Directory trusts and trust configuration options, the use of sites, site links, and subnets.
Server 2016 - Identity: Active Directory Group Policy Objects	Operating system infrastructures have benefited greatly from centralized configuration management, all using one tool - the Group Policy object, or GPO. Explore this tool's function, configuration, and GPO processing.
Server 2016 - Identity: Active Directory Group Policy Processing	Operating system infrastructures have benefited greatly from centralized configuration management, all using one tool - the Group Policy object, or GPO. Explore this tool and AD DS group policy, including processing order and precedence.
Server 2016 - Identity: Active Directory Group Policy Settings	Group Policy preferences provide you with a range of additional configuration settings for your Group Policy object. Explore Group Policy settings, including software and redirection policies and administrative templates.
Server 2016 - Identity: Active Directory Group Policy Preferences	Explore Group Policy preferences, including item-level targeting and configuration settings for specific system components.
Server 2016 - Identity: Active Directory Certificate Services	Windows Server 2016 provides built-in identity and access control security services in the form of public key certificates. Examine Active Directory Certificate Services, including certificate authorities and architecture components.
Server 2016 - Identity: Active Directory Federation Services & Web Application	Windows Server 2016 ensures users across a network and geographical boundaries can have single sign-on (SSO) and access to remote applications. Explore Active Directory Federation Services (AD FS) and Web Application Proxy.

Course	Description
Server 2016 - Identity: Active Directory Rights Management Services	Explore Active Directory Rights Management Services, including licensor certificate server, Service Connection Points (SCP), exclusion policies, and backup.
TensorFlow: Introduction to Machine	Explore the concept of machine learning in TensorFlow, including TensorFlow installation and configuration, the use of the TensorFlow computation graph, and working with building blocks.
TensorFlow: Simple Regression and Classification Models	Explore how to how to build and train the two most versatile and ubiquitous types of deep learning models in TensorFlow.
TensorFlow: Deep Neural Networks and Image Classification	Discover how to apply deep learning techniques to images, and how to leverage TensorFlow estimators in building image classification models.
TensorFlow: Convolutional Neural Networks for Image Classification	Examine how to work with Convolutional Neural Networks, and discover how to leverage TensorFlow to build custom CNN models for working with images.
Ruby Full Stack Development: Object-Oriented Programming with Ruby	Object-oriented programming is a fundamental part of Ruby. Explore OOP and how classes and objects can be used to develop more sophisticated software.
Ruby Full Stack Development: RegEx and I/O with Ruby	Most applications will need to use input/output operations to either files or databases. Explore how Ruby can access and manipulate files on a disk, access data from databases, and how to use RegEx to manipulate data.
Ruby Full Stack Development: Unit Testing and Behavior Driven Development	Testing is a critical part of software development. Explore the built-in unit testing features of Ruby, as well as how to use Cucumber and behavior driven development (BDD) to help with testing Ruby code.
Ruby Full Stack Development: Threads and Security	Security has become a large issue with web development, and threads can provide significant performance gains on multi-core systems. Explore software security, encryption, and how to use threads.
Full Stack Development: Introduction	Follow the path a developer takes in the journey to become a full stack developer (FSD). Explore the three main layers of full stack development and dive into the client-side layer.
iOS 12 Development: Best Practices in iOS Security	iOS 12 apps should be designed with security in mind. Discover various built-in iOS 12 security-based features that can help make apps more secure.
SECFND: Overview and Network Models	Discover the CCNA Cyber Ops exam and explore the OSI network model.
SECFND: Network Models	Explore more of the OSI network model, some additional network models, and the TCP/IP network model.
SECFND: Basic Networking Protocols	Explore the network protocols that are used within most networks and the Internet, as well as the processes and tools that facilitate communication between network devices.
SECFND: Basic Networking Services	Discover the Address Resolution Protocol (ARP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) and how they are used to manage and facilitate communications over a network.
SECFND: Network Devices Operations &	Explore the appliances, devices, and software Cisco has available and how they can be used to help solve networking and security issues.
SECFND: Network Addressing	Examine the structure of an IP address, as well as how subnetting works and is used in networks.
SECFND: VLANS and Data Visibility	Explore Virtual Local Area Networks and why you may want to use one on your network. Examine a demonstration on a potential security risk and discover tips to help mitigate that risk.
SECFND: ACLs & Filtering	Examine access control lists, as well as how to apply packet filtering and block traffic based on IP addresses with a Cisco router. Explore how firewall devices operating at higher OSI levels can perform additional functions.
SECFND: Filtering and Packet Capture	Explore the concept of deep packet inspection, including why you would use it and packet capturing methods, such as inline traffic interrogation. Examine Test Access Points, how these devices copy network traffic, and traffic mirroring.
SECFND: Packet Analysis	Discover how different types of output from packet capturing can be used and analyzed. Examine a demonstration of using Cisco NetFlow and Wireshark to obtain flow information.
SECFND: Data Loss & Defense in Depth	Discover the impacts of data loss from security and networking standpoints and analyze data loss using Wireshark. Explore the principles of Defense-in-Depth, including how to set up multiple defenses to act as independent road blocks.
SECFND: Security Concepts	Explore foundational security terms and concepts, including threats, vulnerabilities, and exploits. Chain of custody, reverse engineering, principle of least privilege, and risk scoring, reduction, and assessment are also covered.
SECFND: Security Management	Explore different access control models, including discretionary, mandatory, and nondiscretionary. Examine industry-standard security concepts, including host-based antivirus, protection types, log collection, and SIEM systems.
SECFND: Security Management	Take a detailed look at foundational security management concepts and how they are key to maintaining a secure environment. These concepts include asset, configuration, mobile device, patch, and vulnerability management.
SECFND: Cryptography	Explore how crypto algorithms are used to help secure data in a digital environment, including the use of hash and encryption algorithms. Discover the differences between symmetric and asymmetric key encryption and when to use each.
SECFND: Digital Signatures	Explore digital signatures and how to create and verify them. Examine public key infrastructure, when to use it, and common implementation designs. The role of cryptographic exchange on security investigations is also covered.
SECFND: SSL/TLS Components	Examine the characteristics and considerations of SSL/TLS and its components. Secure key exchange, protocol versions and considerations, and Public Key Cryptography Standard are also covered.
SECFND: Cryptographic Hashing Algorithms	Discover the security impact of commonly used hash algorithms, characteristics of successful hashing algorithms, and the types of hashing algorithms available.
SECFND: Cryptographic Encryption Algorithms	Explore encryption algorithms, their history and characteristics, and the security impacts they have on networks. Examine the recommended minimum security algorithms based on use and how to appropriately choose an algorithm to use.
SECFND: Windows Host Terminology	Explore basic Windows terminology, including processes, threads, handles, services, memory allocation, Windows Registry, and WMI.
SECFND: Linux Host Terminology	Examine basic Linux terminology, how to complete basic tasks in a Linux environment, and how to identify problematic or potentially malicious processes on a Linux system. Forks, symlink, daemons, and permissions are also covered.
SECFND: Endpoint Security	Examine endpoint security, its purpose, and the associated risks. Tips for hardening individual endpoints are also provided.
SECFND: Interpreting Log Data	Discover the importance of interpreting log data, including how to locate and decipher information. Viewing log info in Windows, Unix, Apache, and Mac systems is covered.
SECFND: Network Data Types	Discover how to examine network traffic in a Linux environment using tcpdump, including tool installation and filter customization. Identifying data types and viewing information to combat malicious email attacks is also covered.
SECFND: Network Data Types and Security Monitoring	Explore data types and how data can be analyzed within networks, using tools such as tcpdump, Wireshark, and NetFlow. Examine how data can be useful as a tool for network security monitoring.
SECFND: Network Monitoring	Examine the importance of monitoring different network components, including how and where to configure an access control list on a router. Network and port address translation, tunneling, traffic types, and load balancing are also covered.
SECFND: Next Generation Firewalls	Explore events, the information they can provide about your network, and how to use Cisco FireSIGHT to highlight them. Viewing connection, intrusion, host, network discovery, and NetFlow events is also covered.
SECFND: Monitoring Network Protocols	Explore the importance of monitoring the protocols being used in your network and the weaknesses protocols can have. Protocols covered include DNS, NTP, SMTP, POP, IMAP, HTTP, and HTTPS.
SECFND: Security Attack Concepts	Explore various security attack concepts, including privilege escalation, social engineering, phishing, evasion methods, and remote and local attacks. Attack surface versus vulnerability is also covered.
SECFND: Network and Web Attacks	Strengthen your security skills by familiarizing yourself with various attack styles. Explore DoS, DDoS, Man in the Middle, SQL injection, Cross-Site Scripting, LDAP injection, and directory traversal attacks.
SECFND: Attacks and Evasion	Discover how attackers target your networks and evasion methods they may use. Buffer overflow, malware, port scanning, host profiling, encryption and tunneling, resource exhaustion, traffic fragmentation, and pivot attacks are covered.
SECOPS: Interpreting Regular Expressions	Explore the process of interpreting regular expressions and refresh your knowledge of RegEx functions and operators. Filter Cisco router configuration output and transitioning to Wireshark to filter conversations is also covered.
SECOPS: ICMP Intrusion	Discover the importance of ICMP from a security standpoint by reviewing the purpose of ICMP, ICMP types, and header information. Analyzing a packet capture of a ping sweep and recognizing attack vectors is also covered.
SECOPS: ICMP Intrusion Part 2	Examine additional ICMP security considerations by exploring attacks like firewalking, OS fingerprinting, ICMP route redirects, router discovery spoofing, and Denial of Service.
Interviewing: Doing it Right	This course will present strategies for exercising sound judgment in the hiring and interviewing process. It will help managers and supervisors recognize and avoid discrimination in the recruitment process.
Americans with Disabilities Act: An Overview for Managers	The Americans with Disabilities Act (ADA) makes it unlawful to discriminate in employment on the basis of disability. As a manager, you play a key role in ensuring that your company complies with this law, and in promoting diversity and a culture of tolerance and respect in your workplace. In this course, you'll learn about your responsibilities for avoiding discrimination under the ADA and for responding appropriately to requests for reasonable accommodation. You'll also learn how complying with the ADA and supporting employees with different needs can benefit everyone in your organization.
Wage & Hour for Employees	As an employee, it's important to be familiar with how wage and hour laws affect you. In this course you will learn about wage and hour laws in the context of everyday life on the job. You'll also learn about the importance of accurately documenting your working time, and explore your responsibilities with regard to overtime. Finally, you'll learn what you should do if you have questions about wage and hour issues.
Mentoring Senior Professional in Human Resources (SPHR)	Skillsoft Mentors are available to help students with their studies for the Senior Professional in Human Resources (SPHR) exam. You can reach them by using the Email My Mentor service.
Electrical Safety 2.0	This is an awareness-level course that covers how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall basic rules of electricity as they relate to electrical safety, identify actions to take in an electricity-related emergency, recognize common electrical hazards, and describe methods to reduce or eliminate electrical hazards.
Access to Employee Medical and Exposure Records	This course contains information regarding employee rights of access to medical and exposure records in order to promote the recognition of workplace hazards and subsequently reduce occupational disease. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
ICND2 3.0: Wide Area Networks Using PPP	WANs connect global networks and choosing the correct type depends on your needs. Learn about PPP, MLP, and PPPoE so you have the knowledge you need to research, deploy, manage, and maintain WANs.
ROUTE 2.0: Administrative Distance and Passive Interfaces	Examine network routing configuration using administrative distance and passive iInterfaces for the RIP, EIGRP, and OSPF routing protocols.
ROUTE 2.0: OSPF Virtual Links and Paths	Explore the use of OSPF virtual links for overcoming network segregation and how OSPF chooses a path among multiple paths to a destination.
ROUTE 2.0: Border Gateway Protocol Introduction	Discover the Border Gateway Protocol (BGP) and get an introduction to its configuration on Cisco devices
ROUTE 2.0: Dynamic Multipoint, Easy VPN, and Ipsec	Explore VPNs and tunneling to provide network separation and path isolation.
ROUTE 2.0: Authentication, Authorization, and Accounting	Explore and configure authentication, authorization, and accounting on a Cisco router and how to offload AAA to a Radius server.
ROUTE 2.0: Access Control	Explore securing a Cisco devices ports, console, and management plane using access controls.
ROUTE 2.0: Security Features	Explore the standard and extended Access Control Lists and use Unicast Reverse Path Forwarding (uRPF) to block traffic.
ROUTE 2.0: Device Management	Explore multiple interfaces to manage a Cisco device including using SSH, the console, and HTTPS through a web browser.
ROUTE 2.0: SNMP and NTP	Explore and configure the Simple Network Management Protocol (SNMP) version 2 and 3 and the Network Time Protocol (NTP).
SWITCH 2.0 : Trunking Using DTP, Dot1Q, &	Explore dynamic and manual trunking using the DTP, dot1q, and ISL protocols.
Cisco SWITCH 2.0: Trunking Using VTP	Trunk links provide VLAN identification for frames traveling between switches. Explore the concept of trunking using the VLAN Trunking Protocol (VTP).
SWITCH 2.0 : STP Timers and Failover	Explore STP timer configuration to manage failovers and compare STP and the IEEE standard.
AWS Associate Solution Architect: Managing AWS	Explore the various management tools available that can be used to provision, monitor, and automate a cloud environment using AWS.
AWS Associate Solution Architect: Amazon Machine Images	Amazon Machine Images (AMI) are used to create virtual machines in AWS. Explore the various best practices and techniques to follow when implementing AMI's.
SECOPS: Identifying Forensic Evidence	Examine the importance of being able to identify, handle, and process digital forensic evidence. Learn about computer forensics, chain of custody, and order of volatility, as well as various evidence types.
SECOPS: Protocol Header Security	Discover the important roles protocol headers and their components play in security. How to analyze common Layer 2 security attacks is also covered.
SECOPS: Transport Layer Headers	Explore transport layer headers, including basic operations, 3-way handshake, header fields, session hijacking, TCP checksums, invalid TCP flag combinations, UDP flooding, and UDP max length.

Course	Description
SECOPS: HTTP Headers	Examine HTTP headers, including a review of the basics, the GET, POST, and HTTP methods, and HEAD. Cookies and their components, double encoding, and common characters used in web attacks are also covered.
SECOPS: Identifying NetFlow v5 Records	Discover the NetFlow tool and how to identify elements of a security event. Working with flow records, and using StealthWatch is also covered.
SECOPS: Examining Intrusion Events	Explore how to interrupt common artifact elements from an event to identify an alert, identify key intrusion elements from a PCAP file, extract files from a TCP stream given a PCAP file, and work with Wireshark.
SECOPS: Intrusion Event Technologies	Examine intrusion event technologies, including NetFlow, StealthWatch, and Cisco Firepower Management Center. Alert data, NGFW, packet capture, network application control, and Cisco ISE are also covered.
SECOPS: Analyzing Intrusion Impact	Discover how to analyze the impact of intrusion and explore the concept of heuristics. Walk through how to interpret a provided event and explore the use of Firepower Management Center.
SECOPS: Responding to Incidents	Explore incident response plans, including the elements required by NIST.SP800-61 r2. Discover how to link plan elements to analysis steps, and determine which stakeholders belong in each analysis category.
SECOPS: CSIRT Goals and Cybersec	Discover the concept of CSIRT and its associated goals. Examine how to link data types to compliance frameworks, such as PCI, HIPPA, and SOX, and identify required protected elements for PCI-DSS.
SECOPS: Data Normalization and 5-Tuple Correlation	Explore the concept of data normalization and why it should be used. Discover 5-Tuple, how it correlates in events, and how it can be used to identify compromised hosts in logs.
SECOPS: Firepower Management Console and Analysis Methods	Explore how to use the Firepower Management Console to examine threat analysis reports and identify possible compromised hosts. Compare and contrast deterministic and probabilistic analysis methods.
SECOPS: Categorize and Classify Intrusions	Discover the Diamond Model of Intrusion Analysis, how it can be used to handle events, and how it can be used in conjunction with Kill Chain for a complete security intelligence model.
SECOPS: Handling Incident Events and Evidence	Explore how NIST SP800-61 r2 is used to process an incident event and the recommended incident handling process. Examine evidence handling, as documented in NIST SP800-86 and how to apply VERIS schema categories to incident handling events.
Keeping Your Skillset Current in the Digital Economy	The digital economy is revolutionizing the world, making it necessary to adapt to stay relevant. In this course, you'll explore the in-demand skills needed to stay current and strategies to help advance your career in the digital economy.
Salesforce Lightning: Keeping Track of	Salesforce Lightning makes it easy for you to stay organized. Discover how to create and manage tasks and events; work with the calendar; and create, edit, and delete dashboards.
Aerial Work Platforms	Aerial work platforms allow work personnel to reach elevated areas that are inaccessible by traditional means such as ladders or scaffolding. But like any heavy equipment, aerial work platforms can be very dangerous if used without due care and attention.
ROUTE 2.0: TCP and UDP Operations	Examine the differences between transmission control protocol (TCP) and user datagram protocol (UDP) operations
ROUTE 2.0: Logging and Debugging	Discover Cisco logging configuration and explore the IOS debug command for debugging or troubleshooting issues.
ROUTE 2.0: DHCP Server	Explore the configuration of a Dynamic Host Configuration Protocol (DHCP) server on an IPv4 and IPv6 network.
ROUTE 2.0: DHCP IPv6 Stateless Server	Discover and configure an IPv6 DHCP stateless server.
ROUTE 2.0: Network Address Translation	Explore network address translation (NAT) on both IPv4 and IPv6 networks.
ROUTE 2.0: SLAs and Object Tracking	Discover how service level agreements and tracking objects can be used to monitor a router and down-stream routers.
ROUTE 2.0: NetFlow	Explore router data and statistics using Cisco NetFlow.
SWITCH 2.0 : Switch Overview and Administration	Explore Cisco switch configuration including how to manage the Ternary Content-Addressable Memory (TCAM) and handle switchport faults.
SWITCH 2.0 : Layer 2 Network Discovery	Explore networks using the Cisco Discovery Protocol (CDP), Link Layer Discovery Protocol (LLDP), and Unidirectional Link Detection (UDLD) Layer 2 protocols.
SWITCH 2.0 : Virtual LANs	Explore Virtual LANs and describe the different types of VLANs that can be used on a Network.
SWITCH 2.0 : VLAN Trunk Protocol Pruning	Explore how to leverage VTP pruning to eliminate unnecessary multicasts and broadcasts, optimizing VLAN traffic and maximizing bandwidth.
SWITCH 2.0 : EtherChannel	Explore EtherChannel and link aggregation including the Port Aggregation Protocol (PAgP) and the Link Aggregation Control Protocol (LACP).
SWITCH 2.0 : Spanning Tree and Per VLAN Spanning Tree	Discover the Spanning Tree Protocols and how they can be used to prevent network loops.
SWITCH 2.0 : Rapid and Multiple Spanning	Explore, and configure, the Rapid Spanning Tree Protocol and Multiple Spanning Tree Protocol on a Cisco Catalyst switch.
SWITCH 2.0 : STP Enhancements	Discover the Cisco enhancements like PortFast, BPDUguard, Loopguard, and Rootguard which can enhance and protect the Layer 2 STP from attacks.
SWITCH 2.0 : SPAN, RSPAN, and StackWise Clustering	Explore the use of the Switch Port Analyzer, how to configure port mirroring using SPAN, and monitoring ports across multiple switches using RSPAN. Discover Cisco StackWise, its advantage and benefits, and how to configure it.
SWITCH 2.0 : L2 Attacks and Port Security	Explore Layer 2 attacks, security best practices, and how to identify some common Layer 2 attacks. Examine port security on a Cisco switch, how to configure it, and how to verify the configuration.
SWITCH 2.0 : DHCP Snooping, IPSG, and DAI	Discover how to mitigate DHCP spoofing and flooding attacks and use DHCP snooping to exclude ports from sending DHCP offers. Explore IPSG (IP spoofing) and DAI (ARP spoofing) and how they are configured in conjunction with DHCP.
SWITCH 2.0 : VLAN ACLs and Private VLANs	Explore the use of VLAN ACLs on a Cisco switch, how it helps to filter traffic within a single VLAN, and configuring port ACLs. Examine private VLAN usage and terminology, and how to configure a switch to use with private VLANs.
SWITCH 2.0 : Storm Control and Port-Based Authentication	Explore the use of Storm Control on a Cisco switch, the Layer 2 threat it prevents, and how to configure and verify it. Discover port-based authentication, including its requirements, usage, and configuration.
SWITCH 2.0 : Layer 3 Switching	Explore how Layer 3 routing functionality can be used on a Cisco Catalyst switch, the limitations of Layer 3 switching, how to perform a basic inter-VLAN routing configuration, and how to implement a dynamic routing protocol on switches.
SWITCH 2.0 : Hot Standby Router Protocol	Discover the Hot Standby Router Protocol, and how to implement a basic HSRP configuration, use tracking objects to trigger an HSRP failover event, configure tracking for a default route, and simulate an upstream router failure.
SWITCH 2.0 : VRRP and GLBP	Explore the Virtual Router Redundancy Protocol and the Gateway Load Balancing Protocol, the differences between these protocols and other redundancy protocols, and how they are configured.
AWS Associate Solution Architect: Auto	EC2 auto scaling is a feature that monitors EC2 instances and adjusts capacity to ensure consistent and predictable performance. Explore the basics of auto scaling and auto scaling groups.
AWS Associate Solution Architect: Building and Managing AWS Solutions	Explore the design principles for a well architected framework in AWS, with focus on serverless workloads.
Data Warehousing with Azure: Architecture & Modeling Techniques	Explore the fundamentals of data warehousing and the essential architectures and components being implemented to manage data.
DevOps with Ansible: Overview	Explore the basics and features of Ansible for DevOps and its available installation methods.
SECOPS: Scoring with CVSS 3.0	Explore the CVSS 3.0 scoring system, how to calculate scores, and scoring metrics. Calculating a base score using exploitability metrics and working with impact metrics are also covered.
SECOPS: Securing File Systems	Discover the importance of file system security by looking at file systems supported by the Windows and Linux operating systems. File system forensics, alternate data streams, and timestamps are also covered.
SECOPS: IP Header Security	Discover the important role IP headers and their components play in security. Examine security concerns associated with IP header components.
Managing for Operational Excellence	Companies that achieve operational excellence gain a competitive advantage. In this course, you'll learn about tools you can use to achieve operational excellence and strategies for sustaining operational excellence over the long term.
Being a Responsible Corporate Digital Citizen	Security risks are high online and protecting yourself and staying current on security guidelines is crucial. This course will explore some responsibilities when interacting in an online world so you become a good corporate digital citizen.
Finding the Quality in Your Data	Distinguishing quality data from the mass of available information is a challenge. In this course, you'll learn how to determine the quality of data, challenges and solutions for gathering quality data, and how to assess the value of data.
Android 8.0: Navigating & Setting Up	Use your Android 8 device to the fullest. Learn how to connect to your Google account, use the touch screen, and navigate the Oreo interface. Explore customizing the display and quick access bar, and using the Quick Settings window.
Android 8.0: Installing & Managing Apps	From the Google Play Store you can view and download applications from a wide array of categories. Learn about accessing the Play Store, installing and managing applications, and using widgets on your Android 8 device.
Android 8.0: Using Email	Get your email on the go from your Android 8 device. Learn how to add an email account, use Gmail, read and send emails, send attachments, find and manage emails, and configure your mailbox and its display settings.
Android 8.0: Managing Contacts	With the Contacts app on Android 8 you can add new contacts, edit contacts and remove contacts you no longer need. Learn how to add a contact, navigate the app, manage your contacts, and customize the display.
Android 8.0: Managing Events & Alarms	The Android 8 Calendar app allows you to view your upcoming events and navigate easily through upcoming dates. Learn how to work with the Calendar app, including adding events, changing settings, and using the clock.
Android 8.0: Using Chrome on an Android Device	The Android 8 default browser is Google Chrome, which allows you to view websites and access Google's powerful search engine all in one location. Learn about browsing, saving a website, and configuring Chrome for Android.
Android 8.0: Using The Camera & Photo Tools	Your Android 8 device has a camera with its own application that allows you to manage flash settings and activate front-facing mode. Learn how to use the camera, view, organize, edit, and share photos, and create and edit video recordings.
Android 8.0: Listening To Music	Android 8 has a music app from which you can play, add and manage your music collection. Learn how to listen to and organize music, as well as navigate and configure Google Play Music.
Android 8.0: Retrieving & Sharing	Take advantage of time-saving apps on Android 8. Learn about voice search and typing, and all the possibilities offered by the Google Play Newsstand.
Android 8.0: Using Google Maps on an Android Device	Google Maps helps you discover new locations and find your way around. Get the most from Google Maps on your Android 8 device, and learn how to get directions, use the Street View function, and save and find your favorite addresses.
Android 8.0: Configuring Devices	Your Android 8 device is highly customizable, so you can use it how you want. Learn about changing your connection, device, and user settings, and protecting your device. Explore permissions, Bluetooth, notifications, and battery saving.
Android 8.0: Using Android 8 for Phones	If you are using Android 8 on your phone, you will find a slightly different interface and user experience. Find out how to make voice calls, send and receive text messages, use and configure the Gboard touch keyboard, and use the camera device.
Asana Web: Signing in & Setting up a Team	Asana allows you to create teams to bring people together to collaborate on projects. Find out how to sign in to Asana, create and join teams, and manage the members of a team that you head up.
Asana Web: Using the Conversation Tools	The conversation tools in Asana are great for discussing projects, brainstorming ideas, and keeping your team members in the loop. Explore the conversation tools.
Asana Web: Creating & Managing Projects	Projects are used in Asana to organize the tasks needed to reach your organization's goals, complete an initiative, and manage workflows. Discover how to create and manage projects.
Asana Web: Finding & Sharing Items	Getting the files you need into Asana and sharing them with your team are key to delivering your project successfully. Once your key assets are in place, you're going to need to know how to find them. Discover how to find and share items.
Asana Web: Running Reports & Configuring Projects	As a team or project leader, you are going to need to keep track of the tasks and activities you are managing to ensure that objectives are met and work is delivered on time. Learn how to run reports to help make sure projects run smoothly.
Circuit for Web: Signing In & Setting Up	Circuit is a collaboration and communication tool for online meetings and video conferencing. Discover how to sign in to Circuit and edit your user preferences, send invitations to other users, and begin to get to know the application.
Circuit for Web: Communicating with Others	Quickly communicate with colleagues using Circuit's IM and call features. Discover how to use the instant messenger, make audio and video calls, and use the various messaging tools to get people's attention and manage your conversations.
Circuit for Web: Using the Meeting Tools	Circuit features a number of tools to schedule, host, and manage your meetings. Learn to create conference bridges, start and join conference calls, and use the share and file tools to interact with other participants in a meeting.
Cisco Webex Meetings: Signing in & Setting Up	Webex Meetings is Cisco's service for online meetings and video conferencing. Discover how to sign into your Webex account, edit your user preferences, add new contacts, and explore your personal Webex meeting room and its tools.
Cisco Webex Meetings: Organizing & Hosting Meetings	Meetings organized through Webex Meetings have a host and participants. Discover how to host, configure, and join a meeting, use the chat function, add speech with VoIP or a phone, manage your meeting participants, and organize your schedule.
Microsoft Dynamics 365: Sign-in & Setup	Dynamics 365 Sales is the sales management module in Microsoft's line of CRM and ERP software. Learn how to sign in to Dynamics 365 Sales, navigate the module using the Sales and Sales Hub interfaces, and browse your sales records.
Microsoft Dynamics 365: Managing Leads, Opportunities & Accounts	To get the most out of Dynamics 365 Sales, you need to be able to work with leads, accounts, and opportunities. Explore these concepts, and discover how to create, edit, and manage them in Dynamics 365 Sales.

Course	Description
Microsoft Dynamics 365: Managing Sales	Properly managing sales data is vital to making a profit. Discover how to use Dynamics 365 Sales to generate and customize reports, create charts, and import and export sales data.
The New Gmail: Using the Calendar Tools	Get to grips with the new Google Calendar UI, and learn how to create events and reminders, as well as manage and personalize your calendar settings.
Jive-n Cloud: Signing In & Setting Up	Jive-n allows you to stay on top of the news in your company, your departments and your projects. See how to sign in to Jive-n, set up your profile and interface preferences, and find and follow company co-workers and colleagues.
Jive-n Cloud: Using Streams to Collaborate	Learn the ropes of Jive-n's streams: manage your Activity Stream, create new custom and connection streams, and interact with other users in different ways as they post content and participate in the communities on the platform.
Jive-n Cloud: Using Departments, Spaces & Projects	Jive-n is built on the concepts of departments, spaces, and projects. Find out how to navigate within the different Jive-n places and spaces, how to create and customize projects, and how to manage your project tasks to completion.
Jive-n Cloud: Creating & Sharing Content	Content is central to the Jive-n platform. Find out how to upload files, share videos and links, and create and illustrate blogposts and documents.
Jive-n Cloud: Finding Information	Finding information is key to getting the most out of the Jive-n platform. Learn how to perform basic and advanced searches, how to follow and bookmark items, and how to use your notifications to ensure you never miss an important update.
Jive-n Cloud: Creating & Organizing Events	Jive-n features an integrated calendar that you can use to manage meetings, organize product launches, and plan company events and activities. Discover how to use the calendar, create and manage events, and send and respond to event invitations.
Microsoft Excel 2016 for Windows: Creating Tours with 3D Maps	3D Maps for Excel 2016 is a 3D data visualization tool that's great for geographically or spatially mapping your data. Find out how to open the 3D Maps tool, and how to start building visual tours to explore and analyze your data.
Microsoft Excel 2016 for Windows: Working with Data in 3D Maps	Knowing how to bring in data and map it to your 3D Maps tours is key to getting the most out of your data. Learn how to use data from multiple tables, add layers, timestamps, and filters to better understand your tours, and how to customize the information on display.
Microsoft Flow: Creating Flows	Microsoft Flow is an Office 365 service designed to automate your workflows. Learn how to sign in and begin using Flow, create new flows and integrate your favorite services, troubleshoot flow failures, and request approvals.
Office 365: Getting to know the Office 365 web portal	Office 365 gives you access to a suite of Office applications, cloud-based collaboration services, and online productivity tools. Explore the Office 365 web portal, services, spaces, and apps.
SharePoint Online: Working with Communication Sites	Communication Sites are great tools for sharing information within your team or organization. Learn how to build a Communication Site, customize its name, theme, and layout, and ensure that people in your organization
Salesforce Lightning: Sign-in & Setup	Get acquainted with the latest version of Salesforce Lightning. Discover how to sign in to your account, navigate and customize the interface, edit your personal information, link with your Twitter account, and create a new list view.
Salesforce Lightning: Leads, Opportunities, & Accounts	To get the most out of Salesforce, you must be able to work with leads, accounts, and opportunities. Explore these concepts, and discover how to create, edit, and manage them in Salesforce.
Smartsheet: Signing in & Setting Up	Smartsheet allows you to efficiently manage projects and collaborate with colleagues. Discover how to sign in to Smartsheet and access and update your profile and account. Explore the UI and learn how to adjust it to meet your needs.
Smartsheet: Creating Projects	Discover how to create a new project in Smartsheet. Learn how to create a new sheet, adjust views, move between and organize multiple sheets within your project. See how you can find your projects, edit, import and export and save them.
Smartsheet: Creating & Managing Tasks	Begin to manage projects in Smartsheet by learning to insert, group, and filter tasks; create a task list; and add milestones. See how to modify text, use conditional formatting and add formulas and insert images and links and attach files.
Smartsheet: Tracking Projects	Track the progress of your projects and tasks in Smartsheet by learning to follow critical tasks, create and modify your status updates, and generate reports. If you need to, learn to reschedule your project and modify your calendars.
Smartsheet: Using the Collaboration Tools	Start working with colleagues within Smartsheet and explore the collaboration tools it offers. Learn to comment on, share, and publish sheets. See how to create a workspace for your team and add and manage content within that workspace.
Forklift Safety Awareness 2.0	The purpose of this training is to help you become a qualified forklift operator, one who has the skills and knowledge to operate a lift truck in a safe and proper manner. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Office Safety 2.0	This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards, and office accidents and injuries such as electrical shock and falls. The content of this course is designed to comply with the applicable regulatory requirements. The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain, and electrical shocks.
Lockout/Tagout 2.0	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout energy control program. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Office Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in office and administrative settings.
Heat Stress Recognition and Prevention	Each year, more people in the United States die from extreme heat than from hurricanes, lightning, tornados, floods, and earthquakes combined. This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Construction Safety Orientation	This course is designed to inform new construction workers and site visitors in and around construction sites of the potential hazards and safe work practices associated with the construction industry. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Compressed Gas Safety	Many industrial and laboratory operations require the use of compressed gases for a variety of different operations. This course will establish what elements are needed for an effective compressed gas safety program. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Fire Safety and Prevention 2.0	Every year, workplace fires and explosions kill and injure people, and destroy many businesses. In this course, you'll gain an understanding of the elements required for a fire to start and learn ways to prevent fires in the workplace. You'll learn how to respond, including how to evacuate the premises, if there's a fire in your workplace. You'll also learn how to select and use a fire extinguisher.
Global Safety Principles: Back Safety and Injury Prevention 2.0	This course is designed to raise awareness of workplace hazards that can cause back injuries and to equip employees to protect themselves from preventable back injuries. It covers job-specific hazards that contribute to preventable back injuries, the characteristics of healthy posture, and specific ways to minimize the risk of back injuries. It also covers workplace controls, including engineering, administrative, and work practice controls, that can help minimize back injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Hearing Conservation 2.0	Millions of workers have been affected by hearing loss caused by their jobs. In this course, you will learn about ways to help you prevent noise-induced hearing loss. You'll also learn about the purpose and components of a hearing conservation program, including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Bloodborne Pathogen Awareness 2.0	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Hazardous Substances in the Workplace 2.0	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
COMPLIANCE SHORT: Asbestos Awareness	Asbestos containing materials are still found in many workplaces. Employees should recognize these materials and understand the hazards associated with Asbestos.
COMPLIANCE SHORT: Forklift Trucks in the Workplace	When moving or carrying heavy objects cannot be done manually, companies use forklift trucks (FLTs). Employees should recognize the hazards forklift trucks pose and how to safely work with, and around, FLTs in the workplace.
COMPLIANCE SHORT: Ladder Safety	Ladders are useful tools in the workplace. However, when used incorrectly, accidents resulting in serious injuries can occur. It is important that you follow safe work practices when using ladders.
COMPLIANCE SHORT: Respiratory Protection Awareness	Employers will establish Respiratory Protection programs and working processes when respiratory hazards are present in the workplace. If you wear a respirator at work, your employer will ensure you are trained, provided appropriate protection, monitored, and receive medical examinations, if required. This course will acquaint you with your responsibilities for following company procedures and safe work practices.
TSHOOT 2.0 : Logging & Path Verification	Explore the Cisco debug command to view router and switch debug info and use command line tools to verify the path that traffic is taking over the network.
TSHOOT 2.0 : Response Automation & Backups	Explore how to use Cisco's Embedded Event Manager to send out notification emails based on router or switch configuration changes and examine available IOS tools used to back up router settings and information.
TSHOOT 2.0 : Network Traffic Viewing, Reporting, & Monitoring	Examine methods for viewing the actual network payload moving through a router or switch and explore some of the reporting tools built into Cisco IOS.
TSHOOT 2.0 : Troubleshooting Basics	Increase your knowledge of Cisco troubleshooting by exploring techniques and steps involved in general troubleshooting, including establishing scope, determining what to look for, and actually resolving issues.
TSHOOT 2.0 : Layer 2 Troubleshooting Part	Explore the process of troubleshooting Cisco Layer 2 connectivity issues based on a provided network diagram and scenario.
TSHOOT 2.0 : HSRP Troubleshooting	Explore the process of troubleshooting common HSRP issues, including how to isolate an issue, formulate a troubleshooting plan, and implement the solution.
TSHOOT 2.0 : VRRP Troubleshooting	Explore VRRP troubleshooting in a situation where the incorrect cluster is active for a virtual address.
TSHOOT 2.0 : Layer 3 Troubleshooting	Discover tools and approaches that can be used to troubleshoot Layer 3 issues, including how to isolate the issue and strategies for correcting it.
TSHOOT 2.0 : Routing Troubleshooting Part	Discover how to identify and correct common Cisco routing issues.
TSHOOT 2.0 : Routing Troubleshooting Part	Discover additional methods to identify and correct common Cisco routing issues.
TSHOOT 2.0 : OSPF Troubleshooting Part 1	Discover how to identify and correct Open Shortest Path First (OSPF) protocol networking issues.
TSHOOT 2.0 : OSPF Troubleshooting Part 2	Explore additional methods to identify and correct Open Shortest Path First (OSPF) protocol networking issues.
TSHOOT 2.0 : OSPF Troubleshooting Part 3	Explore additional OSPF troubleshooting scenarios and discover how to diagnose and solve reported issues.
TSHOOT 2.0 : EIGRP Troubleshooting Part 3	Discover additional approaches that can be used to troubleshoot Enhanced Interior Gateway Routing Protocol (EIGRP) issues, including how to troubleshoot configuration and IPv6 issues.
AWS Associate Solution Architect: Amazon CloudFront and Route 53	Amazon CloudFront is a content delivery network (CDN) service used to delivery content to end users. Discover how to configure, distribute, and secure content using CloudFront.
CompTIA PenTest+: Planning for an	Discover how penetration testing exposes weaknesses in security and how the initial and critical planning phase is key to a successful engagement process.
CompTIA PenTest+: Scoping an Engagement	Explore the critical penetration testing framework for exposing weaknesses in security and the important scoping phase, which is vital to a successful engagement process.
CompTIA PenTest+: Information Gathering	Discover how to gather information and perform white hat reconnaissance using techniques such as scanning, enumeration, fingerprinting, and eavesdropping. Leveraging data to prepare for exploitation is also covered.
CompTIA PenTest+: Vulnerability	Discover how to properly perform and analyze vulnerability scans.
CompTIA PenTest+: Social Engineering and Specialized System Attacks	Familiarize yourself with the various aspects of social engineering exploits and attacks, as well as specialized system attacks such as SCADA.
Data Warehousing with Azure: Implementing Azure SQL Data Warehouse	Explore the practical implementation of Azure SQL Data Warehouse. Examine how to design, model, and apply ELT approaches of extracting loads and transforming data.
Data Warehousing with Azure: Working with SQL Data Warehouse Objects	Explore how to create and utilize SQL Data Warehouse objects and work with T-SQL to implement tables of diversified categories.
Data Warehousing with Azure: Analytics and Reporting	Discover how to use Azure Analysis Services and Power BI to prepare reports that can be used to analyze data in SQL Data Warehouse and Azure Data Lake.
Data Warehousing with Azure: Managing Azure Data Lake	Explore the advanced features of Azure Data Lakes with additional focus on managing various scenarios of data ingestion. Securing and tuning an Azure Data Lake for performance enhancement is also covered.
Data Warehousing with Hadoop: Managing Big Data Using HDInsight Hadoop	Explore the fundamentals of Azure HDInsight and the essential architectural components.
Data Warehousing with Hadoop: Microsoft Analytics Platform System and Hive	Explore the Microsoft Analytics Platform System and using Hive to manage data from a data warehouse perspective.

Course	Description
Data Warehousing with Hadoop: HDInsight and Retail Sales Implementation Using Hive	This course covers the implementation of data warehousing in retail sales. Learners will learn to design and implement data warehousing solutions using Hive and PowerBI on HDInsight.
Data Warehousing with Hadoop: Spark, HDInsight and Cluster Management	Discover how to work with Spark and its in-memory capabilities of data management. How to manage and troubleshoot HDInsight clusters using Ambari and the Azure CLI tool is also covered.
Oracle Database 12c R2 SQL: Using Structured Query Language (SQL)	Explore the introductory concepts of working with Oracle Database 12c, including relational database management concepts and terminologies and Oracle Live SQL.
Oracle Database 12c R2 SQL: Data Manipulation Language and Transaction	Once an Oracle 12c relational database has been created with objects, the data in these objects needs to be managed. Discover how to insert, update, delete, and truncate rows.
Oracle Database 12c R2 SQL: Using Basic SELECT statements	Explore how to retrieve data using SQL SELECT statements including arithmetic expressions, NULL values, column aliases, and literal strings. You will also learn how to deal with duplicate rows.
Oracle Database 12c R2 SQL: Conversion Functions and Conditional Expressions	Frequently when retrieving data stored in an Oracle database, the data needs to be converted, manipulated, or aggregated. Discover Oracle conversion functions and conditional expressions.
Oracle Database 12c R2 SQL: Displaying Data from Multiple Tables	Explore how to join tables together to view information across multiple tables and examine the more advanced features of the SELECT statements.
Oracle Database 12c R2 SQL: Using the Set Operators	Discover how to write SQL queries by using set operators.
Oracle Database 12c R2 SQL: Managing Objects with Data Dictionary ViewsÂ	Explore the basics of data dictionary views. Discover how to create views on tables. Synonyms, sequences, and indexes, and how to create them is also covered.
Oracle Database 12c R2 SQL: Managing Schema ObjectsÂ Â Â	Explore how to work with constraints and alter existing objects in Oracle Database 12c. Working with external tables and naming an index at time of creating a PRIMARY KEY constraint is also covered.
Oracle Database 12c R2 SQL: Data Definition Language (DDL)	Explore how to create a table and work with the various constraints associated with a table in Oracle Database 12c.
Oracle Database 12c R2 SQL: SQL*Plus	SQL*Plus is an interactive and batch query tool that is installed with every Oracle server and client installation. This course will teach you the features and functionality of SQL*Plus.
Oracle Database 12c R2 SQL: Restricting and Sorting Data	Database tables hold a large number of rows, which are often not sorted in any specific order. Learn how to selectively return only a subset of rows, sorted and customized.
DevOps with Ansible: Introduction to Playbooks and Testing	Explore the basics of Ansible playbooks and various ways to test Ansible.
DevOps with Ansible: Working with Ansible Features	Explore Ansible features such as Ansible Vault, modules, plugins, filters, patters, and command line tools.
DevOps with Saltstack: Overview	Explore the basics of SaltStack and the different installation methods available.
Accessing Data with Spark: An Introduction to Spark	Explore the basics of Apache Spark, an analytics engine for working with big data that is built on top of Hadoop. Discover how it allows operations on data with both its own library methods and with SQL while delivering great performance.
Accessing Data with Spark: Data Analysis Using the Spark DataFrame API	Explore how to analyze real datasets using the DataFrame API methods. Discover how to optimize operations using shared variables and combine data from multiple DataFrames using joins.
Accessing Data with Spark: Data Analysis using Spark SQL	Analyze a Spark DataFrame by treating it as though it were a relational database table. Discover how to create a view from a Spark DataFrame and run SQL queries against it and how to define and explore data in Windows.
Python for Data Science: Introduction to NumPy for Multi-dimentional Data	NumPy is a Python library that works with arrays when performing scientific computing with Python. Explore how to initialize and load data into arrays and learn about basic array manipulation operations using NumPy.
Python for Data Science: Advanced Operations with NumPy Arrays	NumPy is a Python library that works with arrays when performing scientific computing with Python. Explore advanced array operations such as image manipulation, fancy indexing, views and broadcasting.
Python for Data Science: Introduction to	Discover how to work with series and tabular data, including initialization, population, and manipulation of Pandas Series and DataFrames.
Python for Data Science: Manipulating and Analyzing Data in Pandas DataFrames	Explore different ways to iterate over and sort Pandas DataFrames. Discover how to handle missing data and perform grouping operations, as well as how to combine data from different DataFrames using join and concatenate operations
Python for Data Science: Basic Data Visualization Using Seaborn	Seaborn is a data visualization library that provides a high-level interface for drawing graphs. These graphs are able to convey a lot of information, while also being visually appealing. Explore Seaborn basic plots and aesthetics.
Python for Data Science: Advanced Data Visualization Using Seaborn	Explore how to analyze continuous and categorical variables in a dataset using various plotting options in Seaborn. These include box and violin plots, FacetGrids, and aesthetic elements such as color palettes.
Installing and Configuring Windows 10: Implementing Windows	It's important that your Windows OS is properly installed to give you a solid foundation upon which to build. Discover how to prepare your computer for installation, decide which elements to install, and install Windows.
Installing and Configuring Windows 10: Configuring Core Services	Once Windows is deployed, you need to ensure that everything is set up and managed properly. Discover how to set up and configure the core services for a Windows 10 computer.
Installing and Configuring Windows 10: Managing Updates and Monitoring	Although Windows is installed and running smoothly, your job still isn't done. Â Discover how to monitor and maintain a Windows installation, and how to keep everything secure and safe from crashes or attacks.
Installing and Configuring Windows 10: Managing Updates and Monitoring	Even if a Winodows system is running smoothly, that does not mean it doesn't require maintenance. Discover how to maintain your Windows installation, and how to keep everything secure and safe from crashes or attacks.
Tensorflow: Word Embeddings & Recurrent Neural Networks	Explore how to model language and text with word embeddings and how to use those embeddings in Recurrent Neural Networks. Leveraging TensorFlow to build custom RNN models is also covered.
Tensorflow: Sentiment Analysis with Recurrent Neural Networks	Discover how to construct neural networks for sentiment analysis. How to generate word embeddings on training data and use pre-trained word vectors for sentiment analysis is also covered.
Tensorflow: K-means Clustering with	Discover how to differentiate between supervised and unsupervised machine learning techniques. The construction of clustering models and their application to classification problems is also covered.
Tensorflow: Building Autoencoders in TensorFlow	Explore how to perform dimensionality reduction using powerful unsupervised learning techniques such as Principal Components Analysis and autoencoding.
Full Stack Development: Business Logic and Persistence Layers	Explore the middle tier and the role that server-side technologies play at this layer, as well as the third tier, known as the persistence layer. Discover how to install popular tools that support these layers.
Full Stack Development: Web Communications Layer	Communications bring together all the pieces of web development. Communications expose interfaces, collect requests, and provide responses to users. Examine Node.js frameworks, API design, web sockets, and deploying web-based applications.
iOS 12 Development: Testing and Error	iOS 12 apps should be built alongside a solid suite of tests to aid in maintainability. Learn how to set up testing in an iOS project and how to work with errors that can arise while developing iOS apps.
iOS 12 Development: Augmented Reality and HealthKit	iOS 12 comes with many new features and additional functionality. Learn about new iOS 12 features and how they can be implemented.
Java SE 11: Introduction to Java SE and the NetBeans IDE	Discover how to get up and running with the Java Development Environment and with the NetBeans IDE to create Java programs.
Java SE 11: Variables and Operators	Explore the use of variables and operations using strings and numeric types in Java.
Java SE 11: Expressions, Arrays, and Loops	Discover how to work with branching and Boolean expressions using if/else statements in Java. Working with arrays and loops is also covered.
Java SE 11: Objects & Classes	Explore the essential elements of working with Java objects, classes, references, and methods.
Java SE 11: JDK Objects and Nested Loops	Explore the JDK API documentation about Java class libraries, including working with date and time objects and methods for nesting loops.
Java SE 11: Flow Control & Debugging	Discover how to implement flow control using ternary, if/else, and switch statements in Java. Explore the use of two dimensional arrays, enumerated types, and the debugging features of the NetBeans IDE.
SECOPS: Analyzing Threat Mitigation Reports	Explore the processes involved in Cisco threat mitigation reporting and how to analyze these reports. Discover features of Cisco's AMP ThreadGRID Suite, including dynamic analysis, network file trajectory, and security intelligence events.
CEHv10: Ethical Hacking Overview and	Discover the requirements and objectives of the CEHv10 exam and explore threats, the threat landscape, what motivates threat actors, and threat defense types.
CEHv10: Hacking Concepts	Explore the concepts of hackers and hacking and discover the common phases of hacking. Examine what makes a good hacker and the different types of hackers like Script Kiddies, White Hats, and Black Hats.
CEHv10: Security Controls	Explore Security policies and how they are used to protect information, systems, networks, and even physical threats.
CEHv10: Security Controls Part 2	Explore how Security Incident and Event Monitoring (SIEM), User Behavior Analytics (UBA), and Access Control Lists can be used to prevent data loss or leakage.
CEHv10: Pentesting, Laws, and Standards	Explore how Security Incident and Event Monitoring (SIEM), User Behavior Analytics (UBA), and Access Control Lists can be used to prevent data loss or leakage.
CEHv10: Footprinting	Discover the footprinting tools and techniques to passively gather information on a target website.
CEHv10: Host Discovery and Scanning with	Explore tools and techniques to discover hosts and determine if a host has open ports, services, or vulnerabilities.
CEHv10: ProxyChains and Enumeration	Discover how to use ProxyChains to obfuscate your contact with a target network, bypassing security features like IDSs and firewalls. Explore enumeration concepts and how to perform enumeration on services like NetBIOS, SMTP, and SNMP.
CEHv10: Vulnerability Analysis Concepts and Tools	Explore vulnerability management concepts, life-cycle, assessments, and tools.
CEHv10: Password Attacks	Discover low and high tech methods to attack password-based authentication.
CEHv10: Password Attacks Part 2	Discover tools and techniques to crack password hashes and use those hashes to gain unauthorized access to systems.
CEHv10: Hidden Files and Covering Tracks	Discover the necessity of hiding files and the use of alternate data streams and steganography as tactics for hiding information. Explore how to cover tracks after breaching a system, including disabling auditing systems and clearing logs.
CEHv10: Network Sniffing	Discover network sniffing and how it can be done, even on switched networks, to capture and sift through network packets.
CISM: Information Security Governance	Explore the information security strategy techniques and best practices for a governance framework to meet your organizational goals and objectives.
CISM: Information Security Governance	Examine the roles and security responsibilities of organizational staff, as well as effective communication and reporting techniques needed as part of an effective security governance framework.
CISM: Information Risk Management Part 1	Discover how to implement an effective information risk management strategy for your organization, including how to recognize information asset classification, ownership, and threats, vulnerabilities, and exposures.
CISM: Information Risk Management Part 2	Explore risk assessment and analysis methodologies, such as risk treatment, risk response, and gap analysis techniques, that can be used as part of your organizationâ€™s risk management strategy.
CISM: Information Security Program Development and Management Part 1	Create an effective information security program by examining the security technologies available, as well as techniques and best practices involved in meeting security regulations, standards, and guidelines.
CISM: Information Security Program Development and Management Part 2	Information security is only effective if everyone involved is on-board and properly trained. Discover how to develop security awareness and training programs, and how to implement and test the effectiveness of security controls.
CISM: Information Security Incident Management Part 1	Explore the fundamentals of security incident management, including methods for classifying incidents, roles, responsibilities, and training for incident response team members, and notification and escalation processes.
CISM: Information Security Incident Management Part 2	Security incidents can have a huge cost factor on an organization. Examine incident logging, analyzing, and documenting, as well as techniques for responding to and recovering from information security incidents.
Security Fundamentals: Core Security	One of the building blocks of successful IT security practices is a fundamental understanding of security layers. Explore some of the main core concepts in IT security.
Security Fundamentals: Internet and Wireless Security	Explore Internet and wireless security layers, including keylogging, browser settings and zones, and SSID and MAC filters.
Security Fundamentals: Encryption and	Discover client protection practices including encryption, and explore malware concepts such as viruses, spyware, worms, and adware.

Course	Description
Security Fundamentals: Authentication	One of the building blocks of successful IT security practices is a fundamental understanding of operating system security. Explore the concept of user authentication, including multifactor and RADIUS authentication.
Security Fundamentals: Authentication, Passwords & Audit Policies	Explore the fundamental security policies including password and audit policies.
Security Fundamentals: Firewalls	Discover various types of firewalls and filtering methods including packet filtering, circuit-level, application-level, and multilevel firewalls. Explore stateful vs. stateless inspections, Security Compliance Manager, and baselines.
Security Fundamentals: Permissions	Explore the fundamental concepts of file system, registry, share, and NTFS permissions
Security Fundamentals: Network Isolation	One of the building blocks of successful IT security practices is a fundamental understanding of network security. Discover key concepts about network isolation methods including VLANs, DMZs, VPNs, and Server and Domain isolation.
Security Fundamentals: Protocol Security	Explore key protocol security concepts including, tunneling, protocol spoofing, network sniffing, common network attack methods.
Security Fundamentals: Client and Email	Discover client protection practices, including methods for dealing with malware, anti-virus for client protection, using UAC and explore fundamental best practices for e-mail protection.
Security Fundamentals: Server Protection	Explore the fundamental best practices for server protection including separation of services, server hardening, securing dynamic DNS updates, and Read-only Domain Controllers
Wage & Hour for Managers	As a manager of employees who earn an hourly wage, it's important for you to be familiar with the basic principles of wage and hour law. Your knowledge of common pay-related issues will allow you to support your company's pay policies and minimize the risk of pay violations. This course addresses federal minimum wage requirements, pay for breaks and meals, overtime requirements, and recordkeeping responsibilities.
Confluence: Signing in & Navigating within Spaces	As both a wiki software and a collaborative platform, Confluence enables you to create and manage multiple teams, projects, and knowledge centers at the same time. Learn how to create your account and manage your profile.
Confluence: Setting Up & Managing Spaces	Explore spaces, a fundamental concept in the Confluence experience. Comprised of interlocking or related pages, they allow you to organize and curate your knowledge centers and ensure that everyone who needs the information has access to it.
Confluence: Working with Spaces	The Confluence editor interface is where all your creative activities take place when it comes to building out your space. Explore the available tools and features that can be used with spaces.
Confluence: Working with Team Members	Spaces are collaborative and are designed to help you work more efficiently with team members and colleagues within your organization. Learn how to work with team members.
Confluence: Configuring Spaces	Confluence allows for a huge degree of control over everything you can do on the platform. Learn how to manage templates and themes, edit language and regional settings, secure your space access and permissions, and check site logs.
The New Gmail: Signing in & Setting Up	The new Gmail brings a revamped interface, to help you read, write and manage your emails more efficiently. Before you start sending and receiving emails in Gmail, learn how to sign in for the first time, navigate the interface, and manage and protect your accounts.
The New Gmail: Sending & Receiving Emails	Become familiar with Gmail's functions such as sending, receiving, forwarding, and saving your emails. You'll also learn how to send and open attachments, modify send settings and create an out-of-office reply.Â
The New Gmail: Formatting Emails	Discover the many ways to personalize your emails in Gmail with emojis, signatures, images and videos, and various formatting techniques.
The New Gmail: Organizing Emails	Professional or personal, it's important to keep your Gmail inbox organized. Learn how to manage your emails by creating labels and filtering out unwanted emails and spam. You'll also discover the new Snooze tool, which allows you to temporarily remove an email you have received, in order to deal with it at a later time.
The New Gmail: Using the Contact Tools	A key feature of Gmail is the integration with Google Contacts. Learn how to add to, manage, and organize your contacts list.
The New Gmail: Customizing Gmail	Discover how you can customize your Gmail to fit your needs. Learn to add and manage tasks, configure your inbox and email display, and automate forwarding and delegation.
Hootsuite: Adding & Managing Accounts	Hootsuite is a social media management tool designed to help you curate and control your different social media accounts. Explore the Hootsuite interface.
Hootsuite: Publishing & Scheduling Posts	Hootsuite is all about publishing content across different social media platforms. Discover how to create new publications, attach files, images, and videos, and schedule publications.
iOS 12: Setting Up & Using your iPad	iOS 12 is the latest version of Apple's mobile operating system, available for iPad and iPhone. Discover the interface and how to set up your device by configuring different settings.
iOS 12: Installing & Managing your iPad Apps	Learn how to install and manage the apps on your iOS 12 device, organize the apps on your home screen into groups, use Slide Over and Split View to multitask and automatically update and remove apps from your device.
iOS 12: Using your iPad Communication	Once you have added an email account the iOS 12 Mail app lets you send and receive emails and use many of the traditional functions offered by an email client. Explore iPad communication tools.
iOS 12: Using the iPad Notes & Calendar Tools	The iOS 12 release comes complete with a host of tools and apps to help you keep your life in order.Â Learn how to create notes, add events to your calendar, and set up reminders to help you stay organized.
iOS 12: Using Safari for iPad	Safari, iOS 12's web browser app, gives you everything you need to surf the web and find the information you're looking for. Explore the features and tools of Safari.
Excel 2019 for Windows: Getting Started	Excel 2019 is the spreadsheet application in the Microsoft Office 2019 suite. Explore theÂ interface and some of its features, including the ribbon, status bar, zoom, and various view modes.
Excel 2019 for Windows: Creating & Saving Workbooks	In Excel 2019, it's easy toÂ create and save new workbooks. Learn how to create, manage, and save documents, insert headers and footers, edit document properties, and protect your Excel workbooks from unwanted edits and use.
Excel 2019 for Windows: Inserting & Manipulating Data	Excel contains a number of features to aid in data insertion and manipulation. ExploreÂ numerous ways to insert, edit, and manipulate your data, including undo and redo, Flash Fill, spell check, and transposing a data range.
Excel 2019 for Windows: Formatting Data	Formatting data makes it easier to see and work with. DiscoverÂ how you can align data, use colors and themes, resize rows and columns, and insert tables and borders in Excel 2019 to change dataÂ presentation.
Excel 2019 for Windows: Illustrating	An Excel 2019 worksheet can contain more than just numbers and text. Discover how to insert and edit images, screenshots, and shapes, insert hyperlinks, and use the new Smart Lookup feature.
Excel 2019 for Windows: Using Basic Formulas	The power of Excel 2019 is the support provided for using formulas on your data. Learn how to work with formulas, including built-in formulas such as SUM and COUNT, perform rounding and ranking, and generate random numbers.
Excel 2019 for Windows: Sharing & Collaborating on a Document	Excel 2019 enables you to easily share your documents via email or upload them to OneDrive and SharePoint to collaborate with your team. Stay in the loop with document comments, and the version history and track changes tools.
Excel Office 365 (Windows): Getting Started	Excel for Office 365 is the spreadsheet application in the Microsoft Office 365 suite. Explore theÂ interface and some of its features, including the ribbon, status bar, zoom, and various view modes.
Excel Office 365 (Windows): Inserting & Manipulating Data	Excel contains a number of features to aid in data insertion and manipulation. ExploreÂ numerous ways to insert, edit, and manipulate your data, including undo and redo, Flash Fill, spell check, and transposing a data range.
Excel Office 365 (Windows): Formatting Data	Formatting data makes it easier to see and work with. DiscoverÂ how you can align data, use colors and themes, resize rows and columns, and insert tables and borders in Excel to change the presentation of your data.
Excel Office 365 (Windows): Illustrating Documents	An Excel for Office 365 worksheet can contain more than just numbers and text. Discover how to insert and edit images, screenshots, and shapes, insert hyperlinks, and use the new Smart Lookup feature.
Excel Office 365 (Windows): Basic Formulas	The power of Excel Office 365 is the support provided for using formulas on your data. Learn how to work with formulas, including built-in formulas such as SUM and COUNT, perform rounding and ranking, and generate random numbers.
Excel Office 365 (Windows): Sharing & Collaborating on a Document	Excel for Office 365 enables you to easily share your documents via email or upload them to OneDrive and SharePoint to collaborate with your team. This version of Excel also comes with a chat feature to communicate with others in real-time.
Outlook 2019 (Windows): Setting Up	Discover how to install your Outlook 2019 account and navigate the interface so you can easily access your emails. You will also see how to set up the workspace and configure message alerts to best suit your way of working.
Microsoft To-Do: Organizing To-Dos	Start organizing your day and different projects with Microsoft To-Do's lists and My Day view. Learn how to create new lists and add tasks, sort and filter tasks, share lists with other users, and use My Day.
Microsoft To-Do: Using the iOS App	Microsoft To-Do is available as an iOS app, for on-the-go task management. Find out how to get around the app, create, organize, and share your to-dos and task lists, and configure the app to suit your needs.
Salesforce Lightning: Contact Management & Communication	To be successful, you need to keep your contacts in good order. Discover how to create, update, and manage contacts; send emails via Salesforce; and create, edit, and use email templates.
Salesforce Lightning: Managing Sales Data	Properly managing sales data is vital to making a profit. DiscoverÂ how to use Salesforce to create reports; manage leads; import leads, accounts, and contacts; export data; and delete records.
Sketch 51: Creating, Designing & Saving Documents	With Sketch, you can build your documents and prototypes in a variety of different ways: from templates, artboards, existing designs, or a completely blank canvas. Learn how to create, manage, refine, and save your designs.
Sketch 51: Creating Layers, Objects &	The key components in building your Sketch designs and prototypes are layers, objects, and vectors. Learn how to insert all these and more, including images, shadows and effects, and text elements.
Sketch 51: Sharing & Exporting Documents	Discover how to use Sketch Cloud to store your files, how to upload your documents, and how to use the annotation and collaboration tools to work together as a team.
Respiratory Protection 2.0	This course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation.
Indoor Hoisting and Rigging	This course is designed to educate workers on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Scaffolding Safety	This course is designed to train employees to recognize the hazards associated with scaffold being used on work sites and understand the procedures to control or minimize those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify general scaffold requirements and safety considerations.
Trenching and Excavation Safety	This course is designed to better inform the employee of the possible health and safety concerns unique to trenching and excavation. In this course, you'll learn about safety considerations and proper practices to reduce the hazards that may occur during excavation. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: PPE: Personal Protective Equipment 2.0	This course covers types, selection, maintenance, and care of personal protective equipment (PPE) in the workplace. The types of PPE covered in the course include hard hats; hand, foot, and eye protection; and body protection. The course also provides general guidelines on when respiratory, hearing, and fall protection are required. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Laboratory Safety	This overview course is designed for employees who work in an industrial, clinical, or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
TestPrep N10-007 CompTIA Network+	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-741 Networking with Windows Server 2016	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep 70-742 Identity with Windows Server 2016	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Freedom of Information Act	The Freedom of Information Act (FOIA) encourages accountability through transparency â€" considered to be vital to the health and success of a democracy. In the United States, each federal agency is responsible for processing FOIA requests for the records it holds and for disclosing records unless they are subject to an exemption. Employees of federal agencies need to be prepared to handle FOIA requests. This course provides an overview of the FOIA and how to meet obligations for processing FOIA requests, while also encouraging employees to become familiar with the particular guidelines and resources held by their agency's FOIA Office.
Privacy Awareness	As a federal employee, you have access to citizens' personal information â€" federally employed or not â€" and you're responsible for its protection and safe keeping. In this course, you'll learn about Personally Identifiable Information, or PII â€" what it is, and how to identify it. This includes personal information about both federal employees and private citizens. This course will help federal employees follow federal privacy laws and ensure Fair Information Principles, or FIPs, are followed.
The No FEAR Act	The Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002, better known as the No FEAR Act, requires that federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws. This course will outline the rights federal employees have under these laws and provide details on how the No FEAR Act is implemented.
USERRA: An Overview	As uniformed service personnel are being deployed for service in many parts of the world, their employment rights are being protected on the home front. Federal law provides protection for these service members, and individual service members need to know their rights and responsibilities before, during, and after performing their duty in the uniformed services. And their employers â€" federal agencies, in this case â€" need to know their obligations under USERRA.
TSHOOT 2.0 : Troubleshooting & Manipulating Output	Explore the Troubleshooting and Maintaining Cisco IP Networks (300-135 TSHOOT) exam and introduce a methodology for troubleshooting.
TSHOOT 2.0 : Layer 2 Troubleshooting Part	Further enhance your Layer 2 troubleshooting knowledge by diagnosing issues and applying corrective action based on a given scenario.

Course	Description
TSHOOT 2.0 : Layer 2 Troubleshooting Part	Troubleshooting is a crucial skill for Cisco network administration. Explore various tools and strategies for correcting common Cisco Layer 2 issues.
TSHOOT 2.0 : EtherChannel & Spanning Tree Troubleshooting	Discover the tools, processes, and strategies involved in troubleshooting EtherChannel and Spanning Tree.
TSHOOT 2.0 : EIGRP Troubleshooting Part 1	Discover tools and approaches that can be used to troubleshoot Enhanced Interior Gateway Routing Protocol (EIGRP) issues, including how to isolate issues and strategies for correcting it.
TSHOOT 2.0 : EIGRP Troubleshooting Part 2	Discover additional tools and approaches that can be used to troubleshoot Enhanced Interior Gateway Routing Protocol (EIGRP) issues, including how to troubleshoot routes and routing tables.
TSHOOT 2.0 : BGP Troubleshooting Part 1	Explore tools and approaches that can be used to troubleshoot Border Gateway Protocol (BGP) issues, including how to isolate issues and strategies for correcting it.
TSHOOT 2.0 : BGP Troubleshooting Part 2	Explore additional tools and approaches that can be used to troubleshoot Border Gateway Protocol (BGP) configuration issues.
TSHOOT 2.0 : BGP IPv6 Troubleshooting	Discover additional tools and approaches that can be used to troubleshoot Border Gateway Protocol (BGP) issues when dealing with IPv6.
TSHOOT 2.0 : Miscellaneous	Explore additional troubleshooting situations that can cause network issues or failures.
CompTIA A+ 220-1001: Installing Hardware and Display Components	Over time, laptop hardware and display components may break or need upgrading. Explore the best practices to follow when installing and configuring laptop hardware and components.
CompTIA A+ 220-1001: Laptops Features and Mobile Device Types	Explore various laptop features, such as special function keys, docking stations, and removable screens. In addition, this course covers mobile device types such as tablets and wearable technology.
CompTIA A+ 220-1001: Accessories and Mobile Device Synchronization	Mobile devices have flooded the market. Discover the various mobile connection types available, as well as best practices for synchronizing data.
CompTIA A+ 220-1001: Mobile Device Network Connectivity and Application	Examine mobile device network connectivity options such as wireless, cellular, and Bluetooth, as well as application support for commercial e-mail and VPN.
CompTIA A+ 220-1001: TCP and UDP ports	Explore common TCP and UDP ports, protocols, and their purpose.
CompTIA A+ 220-1001: Networking	Explore networking fundamentals, including TCP and UDP, and common networking hardware devices.
CompTIA A+ 220-1001: Configuring a Wired/Wireless Network	Depending on environment requirements, a wired or wireless solution may work best. Explore how to install and configure each solution and examine IP address, NIC, and IoT configuration.
CompTIA A+ 220-1001: Wireless Networking Protocols	Wireless networks are much more versatile than wired networks if you're in an environment where running wires might be difficult. Explore the most efficient wireless networking protocols to use given a scenario.
CompTIA A+ 220-1001: Network Hosts	Explore the various services that servers can provide to ease administration and service clients.
CompTIA A+ 220-1002: Microsoft Command Line Tools	Examine common Windows management utilities in both the command line and GUI to navigate the file system, perform network diagnostics, manage disks, and maintain systems - all necessary skills for the A+ 220-1002 exam.
CompTIA A+ 220-1002: MS Operating System Administrative Tools	Examine how to use Windows Administrative Tools to navigate available options, and to perform memory diagnostics, disk management, and system maintenance - necessary skills for the A+ 220-1002 exam.
CompTIA A+ 220-1002: Windows Control Panel Utilities	The Windows Control Panel is a central location for accessing and configuring various system features and components. Explore some of the critical Control Panel utilities covered on the CompTIA A+ 220-1002 exam.
CompTIA A+ 220-1002: System Utilities	Explore critical system utilities, such as Credential Manager, Bitlocker, Device Manager, and Sync Center.
CompTIA PenTest+: Network-Based Exploits	Discover how to exploit vulnerabilities in wired and wireless networks by taking advantage of weaknesses at several layers of the OSI model.
CompTIA PenTest+: Application-Based vulnerabilities	Discover the most common exploits and vulnerabilities of applications and programs.
CompTIA PenTest+: Local Host	Discover how to conduct penetration testing against specific local host operating systems, with an emphasis on Windows and Linux systems.
CompTIA PenTest+: Post-Exploitation and Facilities Attacks	Explore topics of the Attacks and Exploits domain involving physical security attacks related to facilities and learn about post-exploitation techniques.
CompTIA PenTest+: Penetration Testing	Explore and evaluate various penetration testing tools, scripts, modules, and utilities.
CompTIA PenTest+: Analyzing Tool and Script Output	Explore and evaluate various penetration testing analysis techniques using tool and script output.
CompTIA PenTest+: Reporting and Communication	Explore Domain 5 of the CompTIA PenTest+ exam, including reporting and communication topics.
Data Warehousing with Azure: Data Lake Implementation Using Azure	Explore the fundamentals of data lakes and approaches for building and using data lakes. How to build and use an Azure Data Lake using Gen1 and Gen2 implementation approaches is also covered.
Oracle Database 12c R2 SQL: Using Single-Row Functions to Customize Output	Database tables may hold a large number of rows, which are often not sorted in any specific order. Discover how to selectively return only a subset of table rows, sorted and customized.
Oracle Database 12c R2 SQL: Reporting Aggregated Data Using the Group	Discover how to obtain summary information, such as averages, for groups of rows in SQL. Explore how to group rows in a table into smaller sets and how to specify search criteria for groups of rows.
Oracle Database 12c R2 SQL: Using Subqueries to Solve Queries	Subqueries are very useful when you need to select rows from a table with a condition that depends on the data in the table itself. Explore the types, syntax, and guidelines for using subqueries in Oracle.
Oracle Database 12c R2 SQL: Creating Other Schema Objects	Explore the basics of creating and using sequences and views in Oracle Database 12c SQL.
Oracle Database 12c R2 SQL: Controlling User Access	Discover how to control database access to specific objects and add new users with different levels of access privileges.
Oracle Database 12c R2 SQL: Manipulating Data Using Advanced Queries	Discover how to use the DEFAULT keyword in INSERT and UPDATE statements. Multitable INSERT statements, the MERGE statement, performing flashback operations, and tracking changes are also covered.
DevOps with Saltstack: Configuration and Components	Discover how to configure the Salt master and Salt minion files, as well as work with components such as Grains, YAML, and Jinja.
DevOps with Saltstack: Remote Execution & State System	Explore the process of remote execution, including running commands and using modules on minions. The state system, including system layers, compiler ordering, and state trees, is also covered.
Tableau Desktop: Real Time Dashboards	Explore how to create and use real time dashboards with Tableau.
Data Analysis Application	Discover how to perform data analysis using Anaconda Python, R, and related analytical libraries and tools.
Data Architecture Primer	Explore how we define data, it's lifecyle, the importance of privacy, and SQL and NoSQL database solutions and key data management concepts.
Implementing Governance Strategies	It's critical to understand the role of governance in big data implementation. Examine governance and its relationship with big data, and how to plan and design a big data governance strategy.
Data Access & Governance Policies: Data Access Oversight and IAM	Data sensitivity and security breaches are common in news media reports. Explore how a structured data access governance framework results in reducing the likelihood of data security breaches.
Data Access & Governance Policies: Data Classification, Encryption, and Monitoring	Before data can be sufficiently protected, its sensitivity must be known. Explore how data classification determines which security measure applies to varying classes of data.
Getting Started with Hive: Loading and Querying Data	Hive simplifies working with large datasets in files by representing them as tables. This allows them to be queried with a simple and intuitive query language. Explore how to create, load, and query Hive tables.
Getting Started with Hive: Optimizing Query Executions	Hive allows analysis of big data by means of a simple query interface. Explore the optimizations that allow Hive to handle parallel processing of data, while users can still contribute to improving query performance.
Getting Started with Hive: Optimizing Query Executions with Partitioning	Hive allows processing of big data in parallel by means of a simple query interface. Explore the ways query executions can be optimized, including the powerful technique of partitioning datasets.
Getting Started with Hive: Bucketing & Window Functions	Explore how Hive query executions can be optimized, including techniques like bucketing datasets. Using window functions to extract meaningful insights from data is also covered.
Hadoop HDFS: Introduction	HDFS is the file system which enables the parallel processing of big data in distributed cluster. Explore the concepts of analyzing large datasets and explore how Hadoop and HDFS make this process very efficient.
Hadoop HDFS: Introduction to the Shell	Discover how to set up a Hadoop Cluster on the cloud and explore the bundled web apps - the YARN Cluster Manager app and the HDFS NameNode UI. Then use the hadoop fs and hdfs dfs shells to browse the Hadoop file system.
Hadoop HDFS: Working with Files	Explore the Hadoop file system using the HDFS dfs shell and perform basic file and directory-level operations. Transfer files between a local file system and HDFS and explore ways to create and delete files on HDFS.
MongoDB for Data Wrangling: Aggregation	To carry out data wrangling tasks you need to reshape, aggregate, and summarize data. Perform MongoDB actions related to data wrangling through the PyMongo library.
R for Data Science: Data Structures	Explore the use of the common data structures used in R.
R for Data Science: Importing and Exporting	Discover how to use R to import and export tabular data in CSV, Excel, and HTML format.
R for Data Science: Data Exploration	Explore data in R using the dplyr library.
R for Data Science: Regression Methods	Discover how to apply regression methods to data science problems using R.
R for Data Science: Classification &	Examine how to apply classification and clustering methods to data science problems using R.
R for Data Science: Data Visualization	Explore how to use R to create plots and charts of data.
Streaming Data Architectures: An Introduction to Streaming Data	Spark is an analytics engine built on Hadoop that can be used for working with big data and processing batch and streaming data. Explore the fundamentals of working with streams using Spark.
Streaming Data Architectures: Processing Streaming Data	Discover how to develop applications in Spark to work with streaming data and explore the different ways to process streams and generate an output.
Data Science Statistics: Simple Descriptive Statistics	Explore the two most basic types of descriptive statistics, measures of central tendency and dispersion. Examine the most common measures of each type, as well as their strengths and weaknesses.
Data Science Statistics: Common Approaches to Sampling Data	The goal of all modeling is generalizing as well as possible from a sample to the population as a whole. Explore the first step in this process, obtaining a representative sample from which meaningful generalizable insights can be obtained.
Data Science Statistics: Inferential Statistics	Inferential statistics go beyond merely describing a dataset and seek to posit and prove or disprove the existence of relationships within the data. Explore hypothesis testing, which finds wide applications in data science.
Data Science Statistics: Using Python to Compute & Visualize Statistics	Discover how to use the NumPy, Pandas, and SciPy libraries to perform various statistical summary operations on real datasets and how to visualize your datasets in the context of these summaries using Matplotlib.
Data Science Statisitcs: Applied Inferential Statistics	Explore how different t-tests can be performed using the SciPy library to test hypotheses. How to calculate the skewness and kurtosis of data using SciPy and compute regressions using scikit-learn is also covered.
Linear Regression Models: Introduction to Linear Regression	Machine Learning is everywhere these days, often invisible to most of us. Discover one of the fundamental problems in the world of ML - linear regression. Explore how this is solved using classic ML as well as Neural Networks.
Linear Regression Models: Building Simple Regression Models with Scikit Learn and	Use the Scikit Learn and Keras libraries to build a Linear regression model to predict the price of a house. Understand the steps involved in preparing data and configuring regression models.
Linear Regression Models: Multiple and Parsimonious Linear Regression	There are usually several factors which influence an outcome and we need to consider all of those when trying to predict that event using regression. Explore the techniques and risks involved when using multiple factors for regression.
Linear Regression Models: An Introduction to Logistic Regression	Logistic Regression is a technique used to estimate the probability of an outcome. Discover the concepts, and explore how logistic regression is used to predict categorical outcomes.
Linear Regression Models: Simplifying Regression and Classification with	Building standard regression and classification models involve a number of steps which are often repetitive and can be standardized. Explore how estimators abstract away a lot of these tasks and speed up the task of model creation.

Title	Description
Research Topics in ML and DL	Explore research topics in Machine Learning and Deep Learning and the topics being addressed in these fields.
Tensorflow: Word Embeddings & Recurrent Neural Networks	Explore how to model language and text with word embeddings and how to use those embeddings in Recurrent Neural Networks. Leveraging TensorFlow to build custom RNN models is also covered.
TensorFlow: Convolutional Neural Networks for Image Classification	Examine how to work with Convolutional Neural Networks, and discover how to leverage TensorFlow to build custom CNN models for working with images.
EAI Paterns: Fundamentals and Environment Setup	Explore integration patterns and how to depict them using pattern-specific language and notations. Setting up ServiceMix and using Kafka as the integration backbone is also covered.
EAI Paterns: Language and Transformation Patterns	Explore the essential terminologies to depict and identity patterns and implement transformation patterns. Types of messages and message consumers, including event and polling consumers, are also covered.
EAI Paterns: Message Routing Pattern Implementation	Explore message routing patterns and the practical implementation of CBR, dynamic routing, and splitter and aggregator patterns. Identifying appropriate implementation scenarios for routing patterns is also covered.
EAI Patterns: Overview of Apache Camel	Explore the basics of Apache Camel and how to implement EIP using various Camel components and end-points.
Java SE 11: Encapsulation	Explore the concepts of encapsulation, promotion and casting of variables, conversions, and passing objects and references in Java.
Java SE 11: Strings and Primitive Data Types	Explore working with strings in Java, including the use of mutable strings through the StringBuilder class. Primitive data types, the modulus operator, and the combined assignment operators are also covered.
Java SE 11: Inheritance, Polymorphism, and Abstraction	Examine the methods of polymorphism in Java using inheritance, with subclasses and superclasses, and the use of abstract classes.
Java SE 11: Inheritance, Lists, Inference, and Lambda Expressions	Explore the use of inheritance through interfaces and interface casting. Lists, inference with the var keyword, and lambda expressions are also covered.
Java SE 11: Exception Handling	Explore the use of try/catch blocks for exception handling in Java, including the different types of throwable classes and some best practices examples.
Java SE 11: Modular Design	Examine how to package Java applications through JAR files and explore modular development and distribution issues.
Java SE 11: JShell	Explore the use of the JShell REPL process, as well as its common features and functions, and how to enhance IDE use through the JShell.
Certified Ethical Hacker - CEHv10: Privilege Escalation	Explore multiple methods to hijack, or use insecure configurations, to gain unauthorized privileges.
Certified Ethical Hacker - CEHv10: Covert Data Gathering	Discover how spyware and keyloggers can be used to clandestinely gather data from a target system.
Certified Ethical Hacker - CEHv10: Malware Threats	Discover the threats malware poses to a system by examining malware types and components.
Certified Ethical Hacker - CEHv10: Malware Distribution	Increase your malware knowledge by exploring malware distribution methods like social engineering, phishing, click-jacking, and more.
Certified Ethical Hacker - CEHv10: Social Engineering	Discover how social engineering can be used to gain trust and collect elicit information from targets by using emotional responses and other tactics.
CEHv10: Denial of Service	Explore the concepts and techniques for performing Denial of Service and Distributed Denial of Service attacks and examine the various types of attacks.
Certified Ethical Hacker - CEHv10: Session Hijacking	Explore session hijacking, including the impacts of successful attacks, how to conduct an attack, attack types, and possible mitigation strategies.
Certified Ethical Hacker - CEHv10: Evading IDS, Firewalls, and Honeypots	Explore how to evade intrusion detection systems, firewalls, and honeypots. Examine the use of Nmap to evade firewalls and how to set up a honeypot.
CEHv10: Evading IDS, Firewalls, and Honeypots Part 2	Discover how to install and configure the Snort intrusion detection software.
Certified Ethical Hacker - CEHv10: Evading IDS, Firewalls, and Honeypots Part 3	Increase your knowledge of IDS evasion using Snort by learning how to test the software configuration.
CEHv10: Hacking Web Servers	Explore common web server attack tactics and examine possible motivations for targeting web servers. Vulnerabilities associated with web servers that an attacker may exploit and how they may do it is also covered.
CEHv10: Common Web App Threats	Explore attacks geared towards Web Apps including injection-based and file/directory attacks.
Certified Ethical Hacker - CEHv10: Common Web App Threats Part 2	Discover additional attacks against web apps using weak or broken authentication methods and how cross-site scripting can be used to execute code.
Certified Ethical Hacker - CEHv10: Practical Web App Hacking	Explore web application hacking methodology through practical examples, from footprinting the target server to gaining root privileges.
CEHv10: SQL Injection	Explore SQL Injection attacks and how they can be used to inject, retrieve, or bypass authentication mechanisms.
Certified Ethical Hacker - CEHv10: SQL Injection Types and Tools	Discover how SQL Injection can be used to enumerate database table and column information or access files on the database server file system.
CEHv10: Wireless Hacking Concepts	Explore the wireless technology hacking concepts, including common terminology, common wireless standards and encryption schemes, authentication mechanisms, and antennas.
Certified Ethical Hacker - CEHv10: Wireless Hacking Tools	Familiarize yourself with common tools used in wireless hacking, such as wireless adapters, network discovery tools, Aircrack-ng Suite, Fern Wifi Crackers, WiFi Pineapple and more.
Certified Ethical Hacker - CEHv10: Wireless Hacking Common Threats	Examine common wireless hacking threats like exploitation of poorly configured devices, deployment of Rogue, Evil Twin and honeypot APs, and MAC filter bypass.
Certified Ethical Hacker - CEHv10: Cracking and Mobile Hacking	Explore the process involved in cracking WEP, WPA, and WPA2 using Aircrack-ng. Examine mobile hacking, including mobile as an attack surface or platform and the challenges of managing a BYOD environment.
Certified Ethical Hacker - CEHv10: IoT	Explore general IoT concepts that will help you to understand what IoT devices are and how they operate and communicate with each other and their ecosystem.
Certified Ethical Hacker - CEHv10: IoT	Discover the vulnerabilities and attacks that can lead to IoT systems being compromised.
CEHv10: IoT Hacking and Countermeasures	Examine the IoT hacking methodology and explore countermeasures that can be used to secure IoT devices.
Certified Ethical Hacker - CEHv10: Clouding Computing Concepts	Explore the basics of cloud computing, including deployment and service models, so you can better understand cloud computing attacks.
Certified Ethical Hacker - CEHv10: Cloud Computer Attacks	Explore the vulnerabilities and attacks that can lead to cloud systems being compromised.
Certified Ethical Hacker - CEHv10: Cryptography Concepts	Explore concepts that help you to understand cryptography.
Certified Ethical Hacker - CEHv10: Cryptography Concepts Part 2	Continue to enhance your cryptography knowledge by exploring concepts like cryptanalysis, cryptology, and symmetric and asymmetric key management.
Certified Ethical Hacker - CEHv10: Cryptography Concepts Part 3	Examine cryptography concepts such as cryptosystems, hashing algorithms, digital signatures and certificates, and key wrapping.
Certified Ethical Hacker - CEHv10: Cryptography Attacks	Discover various approaches that can be used to attack a cryptographic system, such as analytic, implementation, brute force, ciphertext only, meet in the middle, and replay attacks.
Cybersecurity 101: Session & Risk	A structured approach to security allows for the efficient management of security controls. This course covers risk management, user and session management, and encryption.
Cybersecurity 101: Auditing & Incident	Explore selective auditing, which provides valuable insights to activity on a network, and also Incident response plans, which are proactive measures used to deal with negative events.
System Security Certified Practitioner (SSCP 2018): Network Fundamentals	Explore foundational network concepts, from packet switching to network topologies to wireless router configuration.
System Security Certified Practitioner (SSCP 2018): Security Concepts	Explore the ISCÂ² and organizational code of ethics that SCCP certified professionals follow and the CIA triad, which provides a high-level umbrella for security controls categorization.
System Security Certified Practitioner (SSCP 2018): Risk Management	Explore how to identify and manage risks associated with engaging in specific business activities supported by IT solutions.
Developing Azure and Web Services: API Management and Monitoring	Discover how to implement Azure API while applying OAuth management policies and monitoring web services. Log Analytics and troubleshooting is also covered.
Developing Azure and Web Services: Working with Assemblies	Learn how to configure and manage assemblies in different environments and discover how to work with cross-platform libraries.
Configuring MVC Controllers and Actions	Learn how to work with MVC controller route data, and how to create and use ASP.NET MVC controller action results, selectors, and filters in Visual Studio 2017.
MVC Application Routes	Discover how to configure and implement MVC routes, as well as define, link, and redirect areas in Visual Studio 2017.
JSON and XML Data Formats	Discover how to retrieve and display raw JSON and XML data in a browser, as well as how to develop a web application for multiple browsers and mobile devices in Visual Studio 2017.
Composing the UI Layout of an Application	Explore UI layout creation for an application using Razor code blocks, HTML helper methods in MVC views, and Page Inspector in Visual Studio 2017.
Design and Implement UI Behavior	Learn how to implement both client and server-side data validation, as well as how to render application scripts in Visual Studio 2017.
Adaptive UI Layout and Caching Strategy	Discover how to design a caching strategy and work with display modes to implement adaptive user interfaces in Visual Studio 2017.
Implementing ASP.NET Authentication	Control who can access your web applications! Learn how to configure user authentication rules in an ASP.NET MVC web application in Visual Studio 2017.
Implement ASP.NET Authorization and Exception Handling Strategy	Discover how to configure and apply user authorization roles, as well as techniques for designing an exception handling strategy in an ASP.NET MVC web application in Visual Studio 2017.
Debugging ASP.NET MVC Web Applications	Even the best-written applications will run into problems at some time. Discover how to use the Azure Diagnostics API to collect diagnostics in an ASP.NET MVC web application, and how to debug Windows Azure applications.
Implement Globalization, Azure Role Life Cycle, and Search Engine Optimization	Learn how to create resources for implementing globalization and localization, implement Windows Azure life cycle events, and how to use the MVC SiteMap Provider NuGet package in an ASP.NET MVC web application.
Designing Application Architecture	Learn how to plan the application layers and the aspects that we must consider for designing distributed applications.
Working with State and Configuration Management	Explore how to configure application states in ASP.NET Core, as well as design and implement web socket strategies. You'll also work with designing effective configuration management solutions.
Configuring Host Options and WebApp Composition	Interact with host environments and design web apps with framework pipelines in Visual Studio 2017.
Designing Build and Publishing Strategies	Explore how to design browser artefacts, employ server build strategies, and explore various options for publishing applications.
Designing Deployment Architecture	Explore how to implement various Azure deployment models and also deploy web applications to local on-premise options such as IIS.
Programming in C#: Managing Program Flow	Microsoft Visual C# is a principal development language for the .NET framework. Learn to manage program flow, use multithreading and asynchronous processing, and implement events, callbacks, and exception handling using C#.
Programming in C#: Creating Types	In addition to classes, there are a number of C# types and structures. Learn how to create and use types, convert value and ref types, and manipulate strings in C#.
Programming in C#: Using Types	One of the main types in object-oriented programming is the class. Delve into classes and explore encapsulation, implementing a class hierarchy, using reflection, and managing the object life cycle.
Programming in C#: Debugging and Security Implementation	Debugging and securing your applications is crucial prior to deployment. DiscoverÂ input validation, symmetric and asymmetric encryption, managing an assembly, using compiler directives, and implementing diagnostics.
Programming in C#: Manipulating and Retrieving Data	Data access and management is a critical aspect of most enterprise applications. Learn how to consume data, manipulate data and objects using LINQ, perform serialization, and use collections in C# applications.

Course	Description
Programming in C#: Managing	Discover how to implement threaded programs, use a Task Parallel Library and explore the differences between asynchronous and parallel programming.
Programming in C#: Memory Management and String Operations	Discover how to work with Automated Memory Management, manage the Object Life Cycle and String operations.
Programming in C#: Implementing Data	A critical aspect of most enterprise applications is data access. Discover how you can implement data access in your C# applications using IO operations and learn how to consume the data.
Mentoring 220-1001 CompTIA A+	Skillsoft Mentors are available to help students with their studies for exam 220-1001 CompTIA A+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring 220-1002 CompTIA A+	Skillsoft Mentors are available to help students with their studies for exam 220-1002 CompTIA A+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring Certified Ethical Hacker	Skillsoft Mentors are available to help students with their studies for the Certified Ethical Hacker exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring PT0-001 CompTIA PenTest+	Skillsoft Mentors are available to help students with their studies for exam PT0-001 CompTIA PenTest+. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
TestPrep PRINCE2 2017 Foundation	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Leading across Cultures	Effective leaders use a variety of skills and abilities to motivate others to reach common organizational goals. In this course, you'll learn how to use the competencies associated with cultural intelligence to achieve this across cultures.
Turning Social Intelligence into Actionable Insight	A company's ability to analyze and respond to real-time data and feedback is vital in today's business landscape. This course covers best practices for leveraging social intelligence to cultivate positive relationships with target markets.
Leveraging Social Media for Persuasive Communication	People are hooked on social media. If you want to meet them where they are, that's the place to be. In this course, you'll explore how companies use social media today as a key component of their persuasive communications strategies.
Cultivating Cross-functional Team Collaboration	Today's evolving business landscape requires organizations to adeptly utilize skills and creative ideas from functions across the organization. This course explores how to establish and cultivate true cross-functional team collaboration.
Maximizing Value with A/B Testing	Used correctly, A/B testing helps your organization identify value-add activities with data you already have, allowing you to capitalize on opportunities quickly. This course covers considerations and best practices for using A/B testing.
Killer Marketing with Big Data	You can glean incredibly useful information from big data to help drive effective operational marketing strategy. This course covers considerations and best practices for using big data in marketing.
Google Keep: Google Keep on the Web	Google Keep is a multiplatform, cloud-based notes application. Explore Google Keep on the web, from creating notes and checklists to embellishing notes with images.
Google Sheets: Inserting & Manipulating Data	Spreadsheets in Google Sheets are of little value without data. Discover how to insert, delete, copy, and move data; work with columns and rows; insert drop-down menus; avoid duplicate values; and validate your data.
iOS 12: Customizing your iPad Settings	This course shows you how to configure different features on your iOS 12 device. For example, managing your wifi and Bluetooth connection, accessibility settings, and display options can make using your device easier and more comfortable.
Outlook Office 365 (Windows): Sending & Receiving Email	This course will teach your how to send, receive and reply to different types of emails with Outlook 365. You will also see how to insert attachments and create mailouts to send to your different contacts.
Outlook Office 365 (Windows): Designing & Shaping Email	There's a wealth of design and template tools that you can use in Outlook to customize the overall design of your email and ensure that everything is ready to go. Learn how to change your email theme and background, add and manage signatures, and use templates to speed up your writing.
PowerPoint 2019 (Windows): Getting Started	PowerPoint is the presentation application that is included with Microsoft Office 2019. Discover how to locate and open the application, explore the interface tools and menus, and navigate between slides and presentations.
Microsoft Office 365 Teams: Sign-in and	Microsoft Teams is a chat-based workspace designed for collaboration and teamwork. Discover how to sign in and get set up with Teams.
DESGN 3.0: Routing Protocol Scalability	Explore the use of routing protocols and how they can assist in accomplishing network efficiency and scalability.
DESGN 3.0: Voice and Video Design Considerations	Explore voice and video considerations in Cisco network design, including capacity, convergence, and service placement.
Azure Fundamentals: Azure Security Services	Azure Active Directory is a cloud-based directory service in which technicians can create user and group accounts to control resource access through RBAC. This course will also cover Azure subscription management.
Azure Developer: Blob Storage Solutions	Explore the features and functionality of Azure Blog Storage. Examine the blob life cycle and manage blob storage using tools such as Azure Search and Storage Explorer.
Azure Developer: Implementing Authentication & Access Control	Evaluate and implement various security mechanisms provided by Microsoft Azure.
CompTIA A+ 220-1001: Cloud Computing	Explore cloud computing concepts such as cloud model types, resource sharing, measure service, and virtual desktops.
Getting Started with Hadoop: Advanced Operations Using MapReduce	Apache Hadoop is a collection of open-source software utilities that facilitates solving data science problems. In this course, explore how MapReduce can be used to extract the five most expensive vehicles in a dataset and then how to build an inverted index for the words appearing in a set of text files.
Machine & Deep Learning Algorithms: Imbalanced Datasets Using Pandas ML	The imbalanced-learn library that integrates with Pandas ML offers several techniques to address the imbalance in datasets used for classification. Explore oversampling, undersampling, and a combination of these techniques.
Developing Azure and Web Services: Hosting Web APIs	Discover the fundamentals of Web API hosting. Explore self-hosting, host serivces, hosting environments, Swagger, and AutoRest.
Becoming an Emotionally Intelligent Leader	Building emotional intelligence can help you make better decisions and improve your business relationships. In this course, you'll learn skills and behaviors to develop your emotional competency and become a more mindful and capable leader.
Leading through Motivation	Leaders have a vital role to play in creating a motivational environment in which their team members can excel. In this course, you'll learn about multiple sources of motivation, and how to use them to inspire and encourage employees.
Preparing for the Additive Manufacturing Revolution	Incorporating additive manufacturing can revolutionize a company's productivity. In this course you'll learn about the characteristics of additive manufacturing, as well as its common applications, techniques, and benefits.
Exploring the Relationship between UI/UX Design	User-friendly apps are more than just a pretty user interface (UI). They ensure the user experience (UX) is pleasing. In this course, you'll explore the relationship between UI/UX design and how together, they result in user-pleasing apps.
Growing Value through Algorithmic Business	Competent decision making is key in business success, and algorithmic business and thinking allows for evidence-based decision making. This course covers the benefits, characteristics and best practices of algorithmic business and thinking.
Connecting with the Internet of Things	The Internet of Things allows objects to be sensed and controlled remotely across an existing network infrastructure. This course will cover the basics of IoT, and its application and value to customers, organizations, and everyday life.
Google Drive: Getting Started	Google Drive is a cloud-based storage solution that allows you to store and access files. Explore Google Drive, and discover how to work with its storage tools.
Instagram for iOS: Sign-in & Setup	Instagram is an app that empowers you to share pictures and videos instantly. Discover how to sign-in and setup Instagram, from account creation to configuration.
Instagram for iOS: Sharing Photos & Posts	Instagram makes sharing photos and videos online simple. Discover how to share photos and posts, including videos, post management, commenting, and messaging.
iOS 12: Using the iPad Camera & Photo Tools	You can take great quality photos and videos with your iOS 12 device's camera. The Camera app has different options to help you take different types of videos and photos, which you can then edit or annotate. The photos you take can be found in the Photos app, where you can create albums and slideshow movies of your different images.
Word Office 365 (Windows): Using Find & Replace Tools	Whether you are looking for a word or phrase, Word for Office 365 has the tool for you. Perform simple searches, use wildcards to widen the scope, and define replacement text to quickly make changes to your document.
Windows 10 Fall Creators Update: Using Cortana	Cortana is the personal assistant in Windows 10 and is accessed via keyboard or voice recognition. Discover how to customize and use Cortana to help locate documents, manage your calendar, translate phrases, and create ink reminders.
Windows 10 Fall Creators Update: Configuring & Using Peripheral Devices	Let Windows 10 handle your peripheral devices. Discover how to configure and manage audio devices, customize mouse settings and mouse cursor, and use the Windows Ink Workspace for sketches and annotations.
Global Safety Principles: Office Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in office and administrative settings.
DESGN 3.0: Design Lifecycle	Follow Cisco's recommended design methodology by exploring the use of a design lifecycle approach. Examine the benefits of this approach, design projectization, and documentation generated during the lifecycle.
DESGN 3.0: Design Hierarchy	Explore the concept of design hierarchy for the campus network design, including its benefits and layers. Using the LAN network, examine the traditional switched and routed network designs.
DESGN 3.0: Wireless LAN Design	Explore the concept of wireless LAN design, including wireless standards, design considerations, basic security measures, and the Cisco UWN architecture.
Azure Fundamentals: Monitoring the Azure Environment	Continuous Azure resource monitoring provides performance and security insights. This course also covers how to manage Azure costs.
Azure Developer: Azure Cloud Technology Solutions	Explore the advantages of appropriate design principles and Application Design from the perspective of Azure Data and Web API to create scalable solutions utilizing Azure Product Stacks.
Azure Developer: Kubernetes Service	Explore the architecture of Kubernetes, usage scenarios of Azure Container Service (ACS) and Azure Kubernetes Service (AKS), and learn to deploy ACS and AKS solutions to gain scalability and reliability.
Final Exam: CompTIA Cloud+	Generally taken near the end of a program, Final Exam
Advanced Visualizations & Dashboards: Visualization Using R	Discover how to build advanced charts using Python and Jupyter Notebook. Explore R and ggplot2 visualization capabilities and how to build charts and graphs with them.
Data Lake: Framework & Design	Discover how to design and implement data lakes in the cloud and on-premises using standard reference architectures and patterns that can help identify the proper data architecture.
Harnessing Data Volume & Velocity: Big Data to Smart Data	Explore the concept of smart data and the associated life cycle and benefits afforded by smart data. Frameworks and algorithms that can help transition big data to smart data are also covered.
Data Sources: Integration	To become proficient in data science, you have to understand edge computing. This is where data is processed near the source or at the edge of the network while in a typical cloud environment, data processing happens in a centralized data storage location. In this course you will exam the architecture of IoT solutions and the essential approaches of integrating data sources.
Using Data to Find Data: Correction & Categorization	Discover how to produce meaningful information by deriving value from existing data. Explore techniques such as data cleansing, data wrangling, and data categorization.
System Security Certified Practitioner (SSCP 2018): Business Continuity	Proactive planning ensures that negative incidents have a minimal impact on business operations. Explore business continuity planning and incident response.
Workplace Harassment Prevention for Managers, State of New York and NYC	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed to address the Stop Sexual Harassment in NYC Act and the amendments to New York State harassment law contained in the FY2019 Budget Bill. It will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination, while focusing on the specific role managers have in modeling appropriate behavior, responding to inappropriate conduct, and handling complaints from employees. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
Getting Started with Machine Learning	Machine learning can provide your organization with a competitive edge, now that the use of analytics has become more prevalent. In this course, you'll learn how to identify opportunities for machine learning in your organization.
Rethinking Business Models to Enable Digital Transformation	Given the ever-changing digital ecosystem, organizations can't remain content to carry on with what's working today. In this course, you'll explore how to rethink your organization's business model to harvest tomorrow's opportunities.
Applying Virtual Assistant Technology	Virtual assistant technology can position your organization for smart growth and future-proofing strategy. This course covers benefits, best practice, and trends in virtual assistant technology.
Cisco Webex Teams: Signing In & Managing Teams	Formerly known as Cisco Spark, Webex Teams is a tool for managing teams and creating collaborative spaces to share ideas, streamline work, and communicate with colleagues. Find out how to sign in to Webex Teams and start managing a team and its members.
Cisco Webex Teams: Using the Conversation Tools	Communication is at the center of Webex Teams, and with its conversation tools, you can ensure that you stay in contact with groups and individual team members alike. Find out how to create team spaces, group conversations, and private messages, and how to manage the messages you've received and your notification settings.
Pages for Facebook Business: Setting Up a Page	Facebook Pages are great way to promote and grow your business, brand, charity, or products. Find out how to create a new Page, add contact information and profile images, and manage Page administrators, restrictions, and notifications.

Course	Description
Outlook Office 365 (Windows): Proofing Email	With Outlook's suite of proofing and review tools, you can be sure that the emails you send will be clear, accessible, and error-free. Learn how to check your spelling and grammar, use the lookup, translation, and thesaurus tools, and make your message accessible to all recipients.
PowerPoint Office 365 (Windows): Getting Started	PowerPoint is the presentation application that is includedÂ with Microsoft Office 365. Discover how to locate and open the application, explore the interface tools and menus, and navigate between slides and presentations.
PowerPoint Office 365 (Windows): Formatting Presentations	Once you start adding text elements to your presentation, you'll need to know how to format and organize them. See how to adjust you text, add elements such as bullet lists and modify your paragraph settings within PowerPoint for Office 365.
Microsoft Office 365 Teams: Conversation	Collaborate with other team members using conversations. Discover how to use conversation tools in Teams, including sending and formatting messages, creating lists, and managing conversations.
Global Safety Principles: Scaffolding Safety	This course is designed to train employees to recognize the hazards associated with scaffold being used on work sites and understand the procedures to control or minimize those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify general scaffold requirements and safety considerations.
Global Safety Principles: Lockout/Tagout 2.0	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout energy control program. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Azure Developer: Working with Azure Logic	Discover the needs and benefits of integration provided by Azure, including the use of Azure Logic Apps and serverless patterns.
TestPrep 1Z0-071 Oracle Database SQL	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Raw Data to Insights: Data Ingestion & Statistical Analysis	To master data science it is important to take raw data and turn that into insights. In this course you will explore the concept of statistical analysis and implement data ingestion using various technologies including NiFi, Sqoop, and Wavefront.
System Security Certified Practitioner (SSCP 2018): Asset & Change Management	Examine asset and change management and their relationship to security through discussion and demonstrations.
System Security Certified Practitioner (SSCP 2018): Network Security	Securing the network infrastructure is one layer in the overall security posture of an organization's IT systems. Explore network device placement, firewalls, and proxy servers, as well as IDS and IPS.
Exploring Business Process Automation	Implementing business process automation (BPA) can increase productivity, but itâ€™s not suitable for every situation. In this course, youâ€™ll discover how to identify appropriate opportunities for BPA and avoid common mistakes.
Organizing Business Data with Data Modeling	Building data models can help businesses better organize and access data. In this course, you'll learn the basic types and tasks of data models and how the three levels of data modeling can provide a detailed blueprint of a company's data.
The Essential Role of the Agile Product Owner	Employing a product owner can help businesses increase the value of their product. Learn the responsibilities and characteristics of a product owner, as well as the best strategies for empowering them and removing obstacles from their path.
Planning an Effective Mobile App Strategy	Mobile device users are using apps 90% of the time their devices are in use. If your organization doesn't have a strategy for tapping this market, you're already behind. In this course, you'll learn about planning a mobile app strategy.
Using Robots and RPA in the Workplace	Robots and employees need to work well together to succeed. In this course, youâ€™ll learn the considerations for using physical robots and software robots in the workplace and how to optimize the human-robot relationship..
Google Sheets: Creating, Opening & Saving Documents	Get started working with Google Sheets documents. Discover how to create, open, import, save, and protect your spreadsheets, as well as how to export, download, and print your documents.
iOS 12: Using iOS for iPhone	This course is designed to teach you how to use various apps with iOS 12 on your iPhone. You will see how to send different types of iMessage, make a call, and manage your mobile data settings.
Microsoft Office 365 Planner: Planning	Plans are working groups used to organize and manage a project. DiscoverÂ how to create and manage a plan and its members, add and manage categories of tasks (buckets), and display a plan's progress.
Outlook 2019 (Windows): Designing & Shaping Email	There's a wealth of design and template tools that you can use in Outlook to customize the overall design of your email and ensure that everything is ready to go. Learn how to change your email theme and background, add and manage signatures, and use templates to speed up your writing.
PowerPoint 2019 (Windows): Saving Presentations	Once your presentation is done, you can save, export, and share it. Explore the methods for saving, backing up, exporting, and protecting PowerPoint 2019 presentations.
PowerPoint Office 365 (Windows): Inserting & Manipulating Text	PowerPoint for Office 365 presentations contain two key elements: graphics and text. Discover how to manipulate textÂ like a pro.
SharePoint Online: Working with Team Sites	SharePoint allows teams to work collectively to achieve better efficiency. Explore team sites, and discover how to add features, create site and Web Part pages, add content, customize site headers, edit links, and use the Recycle Bin.
Word 2019 (Windows): Opening & Setting Up	Before getting started with Word 2019, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your workspace.
Word for Office 365: Editing documents	Typing, manipulating, and checking your text is made easy with Word for Office 365's intuitive text tools. Discover how to build out your document more quickly with special characters, advanced AutoCorrect tools, and predefined AutoText items.
Office 365 Yammer: Posting & Reacting to Status Updates	One of the main features of Yammer is being able to post updates to the network. Discover how to post, work with and save updates, set up polls, and organize Yammer feeds.
Office 365 Yammer: Configuring Networks	Your Yammer network can be available outside of your company. Discover how to add a Yammer feed on your web site and create an external account to interact with other networks.Â
Twitter for iOS: Sending Tweets	A tweet is a short message posted to Twitter and is visible to anyone following your profile. Discover how to send and manage tweets, reply to and like tweets, retweet an original tweet, protect content, and interact with other users.
Navigating OSHA's Injury Reporting Standards and Post-accident Protocols	OSHA's recently updated Recordkeeping rule prohibits employers from discouraging workers from reporting an injury or illness. In this course, you'll learn about OSHA requirements that ensure workers are informed and encouraged to report work-related injuries and illnesses. It also covers procedures employers must establish to encourage reporting, and what actions to avoid, including retaliation against employees for reporting injuries and illnesses.
Global Safety Principles: Respiratory Protection 2.0	This course covers information relating to respiratory hazards, protection mechanisms, and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation.
TestPrep Agile Tester Foundation Extension	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Reasonable Accommodation for the Federal Workplace	Leading and managing employees in an increasingly diverse workplace can be both rewarding and challenging. Federal agency managers must operate with sensitivity when handling accommodations for disabilities, religious practices, and medical leave. What do your employees expect? What legislation applies to accommodating their requests? What are the consequences of failing to comply? Answering these questions requires a basic understanding of the anti-discrimination and disability legislation. This course provides an overview of the Rehabilitation Act, the Family and Medical Leave Act, and Equal Employment Opportunity Commission guidelines that affect federal employers' responsibilities in these areas. The course will help managers identify the situations where these laws come into play so they can respond appropriately to specific requests.
Azure Developer: Common Application Design & Connectivity Patterns	Discover how to identify the right design patterns to implement various architectural component that includes patterns to resolve common issues and build robust architecture.
Azure Developer: Creating Mobile Apps	Explore how to implement various types of mobile applications including Android and iOS. Discover Azure add-ons that provide scalability and availability.
CompTIA A+ 220-1001: Working with Motherboards, CPUs, & Add-On Cards	Discover the basics of CPUs, motherboards, and add-on cards, as well as the various factors that need to be considered to install and configure them in your computer.
CompTIA A+ 220-1001: Power Supplies	This course covers computer power system basics, including amps, volts, power sizing, and power supply options.
CompTIA A+ 220-1002: Microsoft Operating System Installation & Upgrade	Learn important Windows installation and upgrade considerations including drive partitioning, disk formatting, function of the system volume, and critical skills to ensure your installations are a success.
Data Rollbacks: Transaction Rollbacks & Their Impact	Explore the concepts of transactions, transaction management policies, and rollbacks. Discover how to implement transaction management and rollbacks using SQL Server.
Getting Started with Hive: Viewing and Querying Complex Data	Hive simplifies working with large datasets in files by representing them as tables and allowing them to be queried with a simple and intuitive query language. Explore working with complex data types in Hive.
Scalable Data Architectures: Introduction	Explore a theoretical foundation on the need for and the characteristics of scalable data architectures. Using data warehouses to store, process, and analyze big data is also covered.
Deep Learning with Keras	Explore deep learning with Keras, including how to create and use neural networks with Keras.
Planning AI Implementation	Before tackling AI, you need to understand the issues surrounding implementation. Discover why you need AI, how to approach organizational talent and strategy, and how to prepare for AI architecture.
Cloud Security Fundamentals: Cloud Infrastructure Security	Discover how to secure the CSP account from the outset using best practices and techniques. Other infrastructure security concepts such as IAM, NACLS, firewalls, and WAFs are also covered.
System Security Certified Practitioner (SSCP 2018): Malware & Endpoint Security	Endpoint devices such as laptops, desktop, and smartphones are potential malware entry point to the network. Examine various techniques to mitigate this threat.
Developing Azure and Web Services: Azure Scalability	Azure can help build scalable distributed web apps. Explore Azure scalability features, caching mechanisms, and how they are used to create distributed web apps.
HTML5 with JavaScript & CSS3: HTML5 & Javascript	Dive deeper in HTML5 as we demonstrate the functionality of JavaScript, including integrations, validations, and form creation.
Building and Leading Successful Teams	Teamwork is essential to successful business practice. Permanent or temporary, workgroups need to function efficiently and effectively. In this course, you'll learn how to construct and lead teams, while avoiding and mitigating dysfunction.
Accountable Leadership	Accountability is about taking ownership of your own actions, and it's key to your organization's success. In this course, you'll learn how to foster and determine accountability, in your workplace, your team, and yourself.
Leading Innovation	Innovation only happens when a company's leaders support it and find ways to bring new ideas and opportunities to life. In this course, you'll learn ways to build and support a successful innovation culture.
Leading through Shared Vision	A powerful vision, clearly articulated, motivates people to take action and drives business results. In this course, you'll learn how to create and communicate a realistic and actionable vision that inspires commitment from people.
Exploring Virtual Collaboration	Goodbye e-mail and intranet portals; hello cloud-powered, integrated, collaborative platforms! In this course, youâ€™ll learn the benefits of virtual collaboration and best practices for rolling it out to meet long-term goals.
Achieving Customer-centric Design with User Personas	Building user personas will help you design products your customers truly need. Learn the characteristics of user personas, as well how to build them, what they tell you about your customer, and how they'll benefit your business.
iOS 12: Creating Shortcuts & Flows	The new Shortcuts apps lets you create shortcuts for the tasks you use most in different apps. Shortcuts can be added to Siri and the home screen. You can also add pre-made shortcuts from the Gallery to use or configure to meet your needs.
Microsoft Excel 2016 for Mac: Manipulating Data	It's possible to manually edit data in Excel; however, this can become tedious, especially with a lot of data. Work smarter, not harder, by exploring various methods for efficiently and effectively inserting and manipulating data in Excel.
Excel Office 365 (Windows): Creating & Saving Workbooks	In Excel, it's easy toÂ create and save new workbooks. Learn how to create, manage, and save documents, insert headers and footers, edit your document properties, and protect your Excel workbooks from unwanted edits or use.
Outlook 2019 (Windows): Illustrating Email	Outlook 2019 emails do not have to contain text only. Explore ways to illustrate your emails, including adding images, links, shapes, WordArt and SmartArt graphics, tables, charts, polls, and objects.
Outlook Office 365 (Windows): Calendar Tools	Keep track of events, meetings and appointments in Outlook for Office 365 using the calendar function. Discover how to configure your calendar; create and organize events and meetings; add, import, and export calendars; and work with tasks.
Word 2019 (Windows): Editing documents	Typing, manipulating, and checking your text is made easy with Word 2019's intuitive text tools. Discover how to build out your document more quickly with special characters, advanced AutoCorrect tools, and predefined AutoText items.
Word Office 365 (Windows): Creating, Opening & Saving Documents	Creating, saving, and opening documents are central to your user experience in Word for Office 365. Learn how to create files, how to save them, and how to optimize your documents with accessibility and protection tools.

Course	Description
Twitter for Web: Finding Content	Want to locate specific content on Twitter? Discover how to use keywords, hashtags, and the search feature; add your location to a tweet; and search in Twitter's directory.
Industrial Robot Safety Awareness	Industrial robots play a huge part in manufacturing, particularly in assisting employees with various functions. In this course, you'll learn about several safety aspects to take into account regarding the design and usage of industrial robots.
Global Safety Principles: Forklift Safety Awareness 2.0	The purpose of this training is to help you become a qualified forklift operator, one who has the skills and knowledge to operate a lift truck in a safe and proper manner. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
TestPrep CAS-003 CompTIA Advanced Security Practitioner (CASP)	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Workplace Harassment Prevention for Federal Employees	Workplace harassment can have disastrous effects on victims and organizations, including federal government agencies. This course is intended to help agency employees define and identify workplace harassment (including sexual harassment), become familiar with the elements of prohibited conduct in the agency workplace, and understand the importance of avoiding harassment at work.
DESGN 3.0: Enterprise Architecture	Explore general network technologies and design principles using Cisco equipment and discover the business and technology drivers of Cisco Enterprise Architecture.
SENSS 1.0: Twice NAT & Network Object	Explore network address translation on Cisco devices using Twice NAT and the newer Network Object NAT.
SENSS 1.0: Transparent Firewalls & Security Contexts	Discover transparent and virtual firewalls and how they can be used to improve network security.
Azure Fundamentals: Cloud Computing	Discover how cloud computing differs from traditional on-premises computing and explore cloud models.
Azure Developer: PaaS Web Applications	Explore how to implement different types of Azure web applications, including Web API, Azure Service API, and Web Jobs.
Data Insights, Anomalies, & Verification: Handling Anomalies	Examine statistical and machine learning implementation methods and how to manage anomalies and improvise data for better data insights and accuracy.
Data Pipeline: Using Frameworks for Advanced Data Management	Discover how to implement data pipelines using Python Luigi, integrate Spark, and Tableau to manage data pipelines, use Dask arrays, and build data pipeline visualization with Python.
Hadoop HDFS: File Permissions	HDFS is the file system which enables the parallel processing of big data in distributed cluster. When managing a data warehouse, not all users should be given free reign over all the datasets. Explore how file permissions can be viewed and configured in HDFS. The NameNode UI is used to monitor and explore HDFS.
Build & Train RNNs: Neural Network	Explore artificial neural network and the components of neural networks and examine the concept of learning and training samples used in Supervised, Unsupervised and Reinforcement learning.
Convolutional Neural Networks: Fundamentals	Explore the concept of convolutional neural network (CNN) and its underlying architecture. Discover the principles and methods driving CNN, including parameter sharing, spatial extents, padding, strides, and pooling layers.
MD-100 - Windows 10: Active Directory Management	Review key concepts and technologies including account management, Active Directory, and the basics of device management as a prerequisite to preparing for the MD-100 exam.
Developing Azure and Web Services: Web API Services	Explore the fundamentals of Web API construction, as well as how to configure, secure, and host Web API applications.
HTML5 with JavaScript & CSS3: WebSockets & Asynchronous Processing	Discover how web communication is implemented using the WebSocket and Web Worker APIs, Web Worker processes, and asynchronous processing.
Leading through Disruption	Disruption is the new normal in business today and leaders who view it as a threat will be left behind. In this course you'll learn how to lead your organization through disruption to harness the undiscovered opportunities that await.
Developing Women Leaders	Why do women still find it difficult to attain top leadership positions? In this course, you'll learn about barriers to women's advancement as leaders and ways to break through them.
How Blockchain Technology Is Transforming Businesses	Perhaps the best-known application of blockchain is bitcoin. But blockchain is much more than that. In this course, you'll learn about the trust paradigm it uses to verify transactions of any type and how it's being used in business today.
Cultivating a Passion for Learning	Having a passion for learning helps you stay engaged, motivated, and driven. In this course, you'll explore the benefits, best practices, and techniques for cultivating and spreading a passion for learning in your organization.
Pages for Facebook Business: Creating Page Posts	Create compelling content to engage your Page audience. Learn how to use the different types of post, add photos, slideshows, and live videos, and draft and schedule posts to keep your Page active and dynamic.
Google Docs: Formatting Documents	There are numerous ways to improve the appearance of text in Google Docs documents. Discover how to use alignment, colors, fonts, styles, titles, columns, and bullet-point lists to alter the appearance of documents.
Google Hangouts on iOS	Use your iOS device to access Google Hangouts. Explore Google Hangouts on iOS, and discover how to create a conversation, take part in a group chat, make a video call, and more.
Google Photos: Sign-in & Navigation	Google Photos is your cloud-based photo album. Discover how to sign in and navigate Google Photos and configure the app.
Microsoft Office 365 Teams: Call and Meeting Tools	Use Microsoft Teams to call other team members. Discover how to make both audio and video calls, as well as how to schedule, participate in, and manage meetings.
Word 2019 (Windows): Formatting Documents	Control every aspect of your text's appearance and structure with Word 2019's formatting tools. Use color, effects, and intuitive alignment tools to quickly transform your text and make your document more readable.
Word Office 365: Structuring Documents	Use sections, headers, and footers to set out your ideas clearly, and insert page numbers to better shape your Word for Office 365 document.
Office 365 Yammer: Using Groups	A group in Yammer is used to centralize subject-specific discussions. Discover how to use groups, including joining a group; navigating between multiple groups; and creating, managing, and moderating a group.
Slack Web: Configuring Slack	Slack is a great collaboration tool that you can configure to suit your needs. Explore Slackbot, slash commands, working with Google calendar, customizing notifications, changing themes, and managing integrated services.
Microsoft Office Sway Web App: Signing in and Creating Presentations	The Sway web app can be used to easily create and share presentations, reports, newsletters, and more. Explore Sway, and discover how to import a PowerPoint presentation and create a copy of an existing presentation.
Confined Spaces 2.0	This course covers information about working in confined spaces, including information about hazardous atmospheres, necessary equipment, and permits. The intent of the course is to provide the learner with information about the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.
DESGN 3.0: Design Modularity	Explore the reasons for and how to use modularity in network design, including the use of the Cisco Enterprise Architecture Model.
DESGN 3.0: Design Resiliency	Discover the purpose and importance of designing networks with resiliency in mind. Explore the general principles and how to apply it in network design.
DESGN 3.0: Campus Design	Explore the basics of campus design, including media and components. Examine the basics of hierarchical layers and core layer best practices.
DESGN 3.0: Campus Design Part 2	Examine Cisco campus design considerations, including best practices and essential tools.
SENSS 1.0: High Availability & Private VLANs	Explore high availability by clustering Cisco devices and use private VLANs to isolate systems in a multi-tenant environment.
SENSS 1.0: Centralized Logging & Device Management	Examine the importance of having a central location to store device logs from an organization's network infrastructure and explore some of the centralized device management solutions available from Cisco.
Azure Fundamentals: The Ecosystem	Discover how Microsoft Azure cloud services are made available to cloud customers and explore cloud management tools such as the portal, the CLI, and PowerShell.
Azure Fundamentals: Network Components	Discover available Azure network features and components such as VNets, VPN connectivity, application gateways, and content delivery networks.
Azure Developer: File Storage Solutions	In this course you'll learn of the concept of Azure File, share resources and snapshots using the Azure File Share, manage server registration with Azure File Sync, develop Azure File Apps, manage and troubleshoot Azure Files.
CompTIA A+ 220-1001: Networking Tools	Explore the numerous networking tools available to help identify, diagnose, and resolve problems and issues occurring on a computer network.
CompTIA A+ 220-1001: Random Access	Explore the differences between the many available types of RAM so you are able to choose the right one for your needs.
CompTIA A+ 220-1001: Storage Solutions	Every computer requires a storage device. Explore the different storage options and how they work and discover various types of storage solutions for your computer.
Delivering Dashboards: Exploration & Analytics	Explore the role played by dashboards in data exploration and deep analytics. Examine the essential patterns of dashboard design and how to implement appropriate dashboards using Kibana, Tableau, and Qlikview.
Data Architecture - Deep Dive: Microservices & Serverless Computing	Explore various types of data architecture and implementation of strategies using NoSQL, CAP theorem, and partitioning to improve performance.
Getting Started with Hive: Introduction	Apache Hive is one of the most popular data warehouses out in the market. It allows the processing of big data in parallel in a cluster using a simple and intuitive query language. Discover the fundamental concepts of Hive.
MongoDB for Data Wrangling: Querying	To carry out data wrangling tasks you need to gather, filter, modify, and query data. Perform MongoDB actions related to data wrangling using Python with the PyMongo library.
Data Ops 16: Securing Big Data Streams	Examine the security risks related to modern data capture and processing methods such as streaming analytics, the techniques and tools employed to mitigate security risks, and best practices related to securing big data.
Understanding Bots: Chatbot Architecture	Examine chatbot use cases, technology stack, and popular development and deployment tools Amazon's Alexa on AWS and Google's Dialogflow.
System Security Certified Practitioner (SSCP 2018): Cryptography Primer	Explore how cryptography can be used to provide confidentiality and integrity for data at rest and data in transit.
System Security Certified Practitioner (SSCP 2018): Security Assessments	Explore the relevance of vulnerability scans and penetration testing, and examine system monitoring and the link to abnormal behavior.
Developing Azure and Web Services: Managing Data	Learn how to manage Data services using WCF and how to manage Accessing data using Entity Framework Providers. This course also covers hosting data services.
Leading through Setting and Managing Priorities	When you have limited resources and multiple goals, you have to know how to zero in on what's most important and focus on achieving it. In this course, you'll learn how to define and follow through on priorities for yourself and others.
Leading with Digital Technology	In the fast-paced digital world, it's been said that companies either disrupt or are disrupted. This puts pressure on leaders to do more than just keep up. In this course, you'll learn how to get ahead of the curve using digital technology.
Best Practices for Digital Transformation	Think disruption won't affect your organization much? Think again. Organizations that don't evolve get left behind. In this course, you'll learn the best practices for digital transformation and how to avoid common mistakes.
Embracing an Agile Culture for Business Growth	Agility in today's business environment is essential, and transitioning to an Agile-based culture can propel your business forward. This course covers the benefits and best practices for adopting Agile in the business environment.
Cultivating Enterprise Agile	To become a truly agile company, agile thinking must be fostered and realized across the organization. This course covers the critical success factors, challenges, and best practices for enterprise agile.
Google Photos: Uploading & Editing Photos	To start using Google Photos, you need to upload your photos. Discover how to upload and edit photos using Google Photos.
Google Slides: Illustrating Presentations	A professional looking presentation typically contains more than just text. Discover how to illustrate presentations, including inserting shapes, organizing items, working with media, and adding hyperlinks.
iOS 12: Listening to Music & Podcasts on your iPad	Your iOS 12 device lets you find and listen to songs and podcasts with its Music and Podcasts apps. This course will show you how to get around the apps to find what you want to listen to or watch. You can also configure the apps' settings to improve the sound quality of your music or autmatically remove the podcasts you've already listened to.
iOS 12: Finding & Sharing Information With Your iPad	With iOS 12 and Siri, your virtual assistant, all the information you need is at your fingertips. Learn to control how much you use your device, pull up and share information in the blink of an eye, and customize how Siri behaves.
Microsoft Edge 2018: Searching the Web	Searching the web can be a big task, but Microsoft Edge can help simplify the process. Discover web search in Edge.
Microsoft Office 365 Teams: Teams and Channels	The first step in using Microsoft Teams is to create a team. Discover how to create a team and channels, configure team settings, manage team members, and add bots and connectors.
Office 365 Yammer: Setting Up	Yammer enables company-wide collaboration with other users and teams. Explore the interface, and discover how to create and edit your profile, add and manage contacts, and use the search tool.
Global Workplace Safety Orientation (Customizable)	All workplaces contain some risks; that's why it's so important to think ahead and take precautions. Because your safety and the safety of all our employees is a top priority, we have taken all reasonable precautions to protect you from any hazards that might be present in the workplace. This course will make you aware of what precautions are in place and also of what your responsibilities are so that together, we can keep the workplace as safe as possible.
Global Safety Principles: Construction Safety Orientation	This course is designed to inform new construction workers and site visitors in and around construction sites of the potential hazards and safe work practices associated with the construction industry. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Course	Description
Global Safety Principles: Electrical Safety 2.0	This is an awareness-level course that covers how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall basic rules of electricity as they relate to electrical safety, identify actions to take in an electricity-related emergency, recognize common electrical hazards, and describe methods to reduce or eliminate electrical hazards.
DESGN 3.0: Scalable Addressing and IP Addressing Schemes	Explore the importance of having a solid scalable address scheme and the components of an IP addressing scheme in Cisco network design.
SENSS 1.0: Role-Based Access Control	Explore how to harden an IOS device to prevent unauthorized access by configuring filtered command sets that can be assigned to users based on their role. Examine IOS zone-based firewalls and the steps necessary to enable them.
SENSS 1.0: ASA Firewall Configuration & Access Control	Explore how to configure a new Cisco ASA firewall, including the initial configuration commands needed to enable the firewall and how to secure administrative access to the device in preparation of placing a firewall into production use.
Azure Developer: Cosmos DB Storage	Explore the architecture and implementation patterns of Cosmos DB, including data modeling, query design, security, and monitoring.
Azure Developer: Relational Database	Examine how to implement a relational database system as DBaaS provided by Azure. Explore the significance of using OLTP and OLAP and challenges that may arise from their use.
Azure Developer: Implementing Secure Data Solutions	Explore the essential mechanisms of securing data in Azure along with the best practises of securing enterprise data in an Azure enviornment.
CompTIA A+ 220-1002: Comparing Common Operating Systems	Explore the various client-side operating systems and their installation processes.
CompTIA A+ 220-1002: Security	Examine the core security principles and technologies required to protect employees, networks, and intellectual properties from the emergent threats of the 21st century Internet.
Getting Started with Hadoop: Developing a Basic MapReduce Application	Apache Hadoop is a collection of open-source software utilities that facilitates solving data science problems. In this course, you will discover how to use Hadoop's MapReduce, including how to provision a Hadoop cluster on the cloud and then build a hello world application using MapReduce to calculate the word frequencies in a text document.
Machine & Deep Learning Algorithms: Data Preperation in Pandas ML	Classification, regression, and clustering are some of the most commonly used machine learning techniques and there are various algorithms available for these tasks. Explore their application in Pandas ML.
System Security Certified Practitioner (SSCP 2018): Controlling Resource Access	Explore common methods and examples of providing resource access after successful authentication using discretionary access control, mandatory access control, attribute-based access control, and others.
System Security Certified Practitioner (SSCP 2018): Security Controls	Explore a comparison of the various categories of security controls that can be used to secure IT systems, digital assets, and physical facilities.
Developing Azure & Web Services: WCF Transactions & Services	WCF has a lot of power and flexibility. Explore transactions and how to add them to services and clients, and also explore WCF service configuration.
Preventing Harassment in the Global Workplace â€" Manager Edition	As a manager, you play a vital role in supporting your company's efforts to create a workplace defined by respectful and professional interaction between employees. You have a responsibility to model appropriate behavior in how you treat your employees and to address any instances of inappropriate conduct swiftly and appropriately.
Leading through the Challenge of Change	Effective change leaders have a process to follow and know how to engage people in making change happen. This course will help you set the stage for change, follow steps to make change happen, and lead people in the change process.
Leading with Judgment and Decisiveness	Judgment and decisiveness enable leaders to make the right decisions, even when circumstances are challenging. In this course, you'll learn skills to help you make and execute decisions more effectively, by yourself and with your team.
Leading with Executive Presence	Successful leaders have that extra â€œsomethingâ€that makes people want to follow them. That something is their executive presence. In this course, youâ€™ll learn how to develop an authentic executive presence to lead in your organization.
Developing and Supporting an Agile Mind-	Market and organizations are constantly changing. This course covers how developing and supporting an Agile mind-set can benefit both your corporate culture and your business success.
Google Photos for Android	Google Photos is your cloud-based photo album and can be accessed on your Android device. Discover Google Photos for Android, including account management, searching, album creation, and photo editing.
Microsoft Edge 2018: Customizing the	Everybody has their own preferences for web surfing, and Microsoft Edge makes it easy to tailor your experience. Discover how to customize Edge.
Microsoft Office 365 Teams: Creating, Finding, and Sharing Information	To work effectively as a team, you must be able to share information. Discover how to search for a specific message, share files, manage files and folders, create tabs, and collaborate on a document using Microsoft Teams.
Slack Web: Creating, Finding, and Sharing Information	Slack's collaboration functionality extends well beyond text messaging. Discover how to attach files, share items, create posts and snippets, get web information, search for items, and perform advanced searches.
Windows 10 Fall Creators Update: Navigating in a Desktop Environment	To get the most out of Windows 10, you need to know how to navigate its interface. Discover how to access folders, documents, and program shortcuts; use the taskbar and notification area; and lock, log off, and shut down Windows.
Global Safety Principles: Ladder Safety 2.0	This course provides information about the safe use of portable and fixed ladders. The intent of the course is to provide the learner with information about the hazards involved with the use of ladders and control methods that will greatly reduce these hazards.
Workplace Harassment Prevention for Federal Managers	Workplace harassment can have disastrous effects on victims and organizations, including federal government agencies. This course is intended to help agency managers define and identify workplace harassment (including sexual harassment), become familiar with the elements of prohibited conduct in the agency workplace, understand the importance of avoiding harassment at work, and learn about their responsibilities and obligations in preventing and responding to harassment.
DESGN 3.0: Enterprise Network WAN and	Discover the essentials concepts of Enterprise Edge, including components, its role, and best practices and considerations for its use.
SENSS 1.0: Traffic & Device Monitoring	Explore how NetFlow can be leveraged to gain visibility into the types of traffic passing through a network and how SNMP can be used to poll performance and configuration data from a Cisco device.
Azure Developer: Working with Azure Service Fabric	Explore the features and benefits afforded with the implementation of Azure Service Fabric. Also explore the implementation of non-functional aspects of Azure Service Fabric like monitoring, logging, and cluster sizing.
Azure Developer: Advanced Security & Integration Using Azure Services	Plan and design advanced security and integration solutions utilizing various security and integration services provided by Azure including CBAC, RBAC, Service Bus, and Event Grid. Monitor Web applications using Application Insights.
CompTIA A+ 220-1001: Printers	Explore all types of printers such as laser printers, inkjet printers, thermal printers, impact printers, virtual printers, 3D printers, and also print drivers, and connection options that can be used when installing a new printer.
Data Wrangler 4: Cleaning Data in R	Explore the essential methods for wrangling data with R.
Deploying Data Tools: Data Science Tools	Discover the different uses of data science tools and the benefits and challenges in deploying them.
Data Wrangling with Pandas: Working with Series & DataFrames	Discover how to perform data transformations, data cleaning, and statistical aggregations using Pandas DataFrames.
Getting Started with Hadoop: MapReduce Applications With Combiners	Apache Hadoop is a collection of open-source software utilities that facilitates solving data science problems. Hadoop enables speedy analysis of large datasets by distributing them on a cluster and processing them in parallel. Explore the use of Combiners to make MapReduce applications more efficient by minimizing data transfers.
Raw Data to Insights: Data Management & Decision Making	To master data science it is important to take raw data and turn that into insights. In this course you will learn to apply and implement various essential data correction techniques, transformation rules, deductive correction techniques, and predictive modelling using critical data analytical approaches.
Building ML Training Sets: Introduction	There are numerous options available to scale and encode the features and labels in your dataset to get the best out of machine learning algorithms. Explore techniques such as standardizing, normalizing, one-hot encoding, and more.
An Executive's Guide to Security: Understanding Security Threats	Companies that donâ€™t understand the threats facing their information are at risk of costly data breaches. Explore common security threats, types of network attacks, and the human element of security threats.
System Security Certified Practitioner (SSCP 2018): Public Key Infrastructure	Explore how PKI is used to secure IT solutions and the PKI certificate lifecycle.
Workplace Harassment Prevention for Managers, State of Delaware	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination, while focusing on the specific role managers have in modeling appropriate behavior, responding to inappropriate conduct, and handling complaints from employees. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
Leading Virtually	Virtual leadership requires using processes and technologies, but even more importantly, leading people with diverse and distant talents. This course helps leaders leverage virtual benefits and meet the inevitable challenges.
Leading Diversity	Diversity is a fact of life in the modern marketplace and workforce. In this course, you'll learn skills to help you manage and leverage diversity for the benefit of the organization.
Making Data-driven Decisions	Data-driven decision making doesn't mean you have to ignore your intuition or past experience. In this course, youâ€™ll learn the best practices for taking a balanced approach to decisions that don't rely on a single perspective.
Reaching Efficient Solutions with Computational Thinking	Incorporating computational thinking can unleash the full power of a company's problem-solving abilities. Learn the characteristics of computational thinking, as well as of its core techniques.
Using Augmented Reality for Organizational Gains	When used effectively, augmented reality can transform the customer experience and improve your company's bottom line. In this course, you'll explore the benefits, best practices, and current trends for using augmented reality for business.
Google Drive: Organizing Documents	Explore methods of keeping organized with Google Drive, including how to sort, filter, and search for files. Also, discover how to use and manage folders for better organization.
Google Sheets: Basic Formulas	Manipulate data and perform calculations using formulas in Google Sheets. Discover how to select and use formulas; copy formulas; perform ranking, counting, and rounding; use replacement formulas on text; and generate random numbers.
Outlook 2019 (Windows): Calendar Tools	Keep track of events, meetings and appointments in Outlook for Office 2019 using the calendar function. Discover how to configure your calendar; create and organize events and meetings; add, import, and export calendars; and work with tasks.
PowerPoint 2019 (Windows): Enhancing Presentation Designs	In order to help your presentation stand out, you can add color, modify the theme, and even add design elements using the Designer tool with PowerPoint 2019.
Global Safety Principles: Trenching and Excavation Safety	This course is designed to better inform the employee of the possible health and safety concerns unique to trenching and excavation. In this course, you'll learn about safety considerations and proper practices to reduce the hazards that may occur during excavation. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Heat Stress Recognition and Prevention	Exposure to high temperatures can be life-threatening. This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
DESGN 3.0: Implementing Network Design	Explore the methodology for implementing Cisco network design, including the use of the top-down approach, piloting, and prototyping.
SENSS 1.0: Zone-Based Firewalls	Explore the final steps in configuring an IOS-based router as a network firewall and special zones that can be used alongside the configuration. Discover how the self zone functions and how single zone traffic is handled.
SENSS 1.0: ASA Firewall Access Control	Discover how Access Control Lists (ACLs) and Network Objects can be used to configure and build firewall rules on Cisco devices.
SENSS 1.0: IPv6 Support & Traffic Inspection	Explore IPv6, how to use IPv6 NAT, and how to use the advanced traffic inspection features to prevent network attacks.
Google Cloud Security	Discover security concepts and how they apply to Google Cloud. Explore physical data center security, intrusion detection, security testing, and auditing.
Azure Developer: Storage Solutions	Explore various storage solution that include essential storage services, and manage data including critical tasks like data transfer, data security and caching.
CompTIA A+ 220-1001: Network Types	There are numerous methods available to connect devices and businesses together using networking technologies and the Internet. Explore common network and Internet connection types.
CompTIA A+ 220-1001: Common Devices	Explore common configuration tasks for laptops and desktop computers such as installing thin or thick clients, configuring touchpads and touchscreens, app installation, and wireless settings.
CompTIA A+ 220-1001: SOHO Devices	There are numerous small office/home office (SOHO) multifunction devices available on the market. Explore these devices, including the different settings and configuration methods.
CompTIA A+: Software Troubleshooting	Discover troubleshooting tools and strategies that you can use regardless of platform as you prepare for exam 220-1002.
Data Rollbacks: Transaction Management & Rollbacks in NoSQL	Explore the differences between transaction management using NoSQL and MongoDB. Discover how to implement of change data capture in databases and NoSQL.
Data Wrangling with Pandas: Visualizations and Time-Series Data	Visualize and explore data in Pandas using popular chart types like the bar graph, histogram, pie chart, and box plot. Discover how to work with time series and string data in datasets.

Course	Description
Data Architecture - Deep Dive: Design & Implementation	Explore various types of data architecture and implementation of strategies using NoSQL, CAP theorem, and partitioning to improve performance.
Getting Started with Hadoop: Filtering Data Using MapReduce	Apache Hadoop is a collection of open-source software utilities that facilitates solving data science problems. Extracting only the meaningful information from a dataset can be painstaking, especially if it is very large. In this course, you will examine how Hadoop's MapReduce can be used to speed up this operation.
Cloud Security Fundamentals: Architectural & Design Concepts	Explore the fundamentals of cloud architecture and design, including three-tier design, shared responsibility, development lifecycles, risk management, and migration and deployment strategies.
Creating a Successful Business Execution Culture	Leaders must execute the strategies they help create. Without execution, a strategy is just an idea. In this course, you'll learn how to build and lead an execution culture that empowers employees to translate strategy into action.
Influencing and Persuading Others	To get things done, leaders must be able to influence and persuade others. In this course, you'll learn to use a process for influencing and persuading that sets a stage, appeals to your audience, makes your case, and gets commitment.
The Mindful Leader	How do leaders slow down and focus in a 24/7 world? In this course, you'll learn about how mindfulness enhances leadership effectiveness, and techniques for strengthening the mind's ability to pay attention to what's most important.
Exploring Data Visualization	Data visualizations provide actionable insights out of what can be complex sets of data. In this course, you'll learn how to communicate clearly with data visualizations and get your point across quickly.
Building Better Applications with Microservice Architecture	Adopting microservice architecture help businesses build applications that are more scalable and fault-tolerant. In this course, you'll learn about the characteristics of microservice architecture, as well as its benefits and trade-offs.
Enabling Business-IT Collaboration and Strategic Alignment	Successful business-IT alignment is rapidly gaining importance in the competitive landscape. In this course, you'll explore best practices for aligning business and IT strategy, and sustaining success towards true digital transformation.
Effective Edge Computing	Edge computing can reduce costs and latency issues, improve data management, and enhance business continuity. This course covers considerations and best practices for implementing and utilizing edge computing in your organization.
Microsoft Edge 2018: Saving, Bookmarking & Sharing Websites	Whether you're researching or simply creating a repository of your favorite sites, a key feature of web browsers is saving and sharing sites. Discover how to save, bookmark, and share sites in Edge.
PowerPoint 2019 (Windows): Creating Presentations	Create your slides, and finesse them like a pro. Discover how to use themes, create and manipulate slides, and work with slide elements in PowerPoint 2019.
Microsoft To-Do: Creating To-Dos	Microsoft To-Do is a task management app available as a standalone service or as part of Office 365. Explore Microsoft To-Do and learn how to create and manage your tasks and activities.
Global Safety Principles: Job Hazard Analysis	This course is intended to provide information that will help improve the quality of work environments, reduce absenteeism, help maintain a healthier workforce, reduce injury and illness rates, and make workers feel good about their work. This course was specifically designed for supervisors and managers to help enhance existing techniques in job hazard analysis. The content of this course is designed to comply with the intent of the applicable regulatory requirements.
DESGN 3.0: Design Scalability	Explore the concept of scalability in Cisco network design, including approaches for implementation.
DESGN 3.0: Network Programmability and Data Center Component Design	Explore network programmability concepts when designing the next generation network. Examine data center considerations such as load balancing, block vs. non-blocking at Layer 2, and using DCI across multiple data centers.
Azure Fundamentals: Azure Data Privacy	Data privacy rules vary around the world. Microsoft Azure adheres to numerous data security standards. This course also explores tools that aid in following security best practices.
Azure Fundamentals: Azure Network Security	Just like with on-premises networks, Azure virtual networks must be secured to protect resources deployed into those networks. This course covers VNets, Azure Firewall, the Key Vault, and other key Azure network security options.
Azure Developer: Azure Batch & Scheduling Bulk Operations	Explore how to implement Azure Batch with a focus on building and running jobs.
CompTIA A+ 220-1001: Connectors	Computers require several different connectors and converters. Explore the most common connector types such as RJ-45, USB, and Lightning.
Cloud Data Architecture: DevOps & Containerization	Discover how to implement cloud architecture for large scale applications, serverless computing, adequate storage, and analytical platforms using DevOps tools and cloud resources.
Creating Data APIs Using Node.js	Explore how to create RESTful OAuth APIs using Node.js.
Data Insights, Anomalies, & Verification: Machine Learning & Visualization Tools	Discover how to use machine learning methods and visualization tools to manage anomalies and improvise data for better data insights and accuracy.
Data Lake: Architectures & Data Management Principles	Discover how to implement data lakes for real-time data management. Explore data ingestion, data processing, and data life-cycle management using AWS and other open-source ecosystem products.
Data Science 2: Data Driven Organizations	In order for an organization to be data science aware, it must evolve and become data driven. In this course, you will examine the meaning of a data driven organization and explore analytic maturity, data quality, missing data, duplicate data, truncated data, and data provenance.
Applied Predictive Modeling	Explore predictive modeling and commonly used models like regressions, clustering, and decision trees that are applied in Python with the scikit-learn package.
Model Management: Building & Deploying Machine Learning Models in Production	Explore hyperparameter tuning, versioning machine learning models, and preparing and deploying machine learning models in production.
Predictive Modelling Best Practices: Applying Predictive Analytics	Discover the predictive modeling process and how to apply tools and techniques for performing predictive analytics.
Understanding Bots: Building Bots with Dialogflow	Explore the development of chatbots using Google's Dialogflow
Workplace Harassment Prevention for Employees, State of California	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination.
Controlled Unclassified Information	As an employee of a private-sector federal contractor, you are required by law to control unclassified information â€" to protect that information from unauthorized users and to ensure the confidentiality and availability thereof to the right people. In this course, you'll learn how to identify the Controlled Unclassified Information (CUI) your organization holds. You'll also learn with whom you can share CUI and how to mark CUI in documents. Finally, you'll learn how to safeguard CUI in the physical and electronic environment to prevent unauthorized access.
Leading through Problem Solving and Decision Making	The hallmark of leadership is being able to work through problems and make tough decisions using the skills and experience of your team. In this course, you'll learn how to use a three stage approach to engage your team in this effort.
Leading by Developing People	Good leaders promote development so that everyone can reach their highest potential. In this course, you'll explore myths and challenges of development and learn ways to encourage, perform, and set standards for development of others.
New Leadership Transitions	Employees enter leadership roles earlier and via different paths than in the past. In this course, you'll learn about common challenges that new leaders face, and some techniques for setting goals, building teams, and getting early wins.
Exploring Customer Journey Mapping	Customer journey mapping is a powerful tool for solving the pain points most important to your customers. In this course, you'll discover how to create a customer journey map and avoid common mistakes.
Transforming the Workplace Using Artificial Intelligence	Artificial Intelligence (AI) is the most important general-purpose technology of the 21st Century, much as electricity was at the turn of the 20th century. This course will help you grasp its potential so you can transform your business.
Google Docs: Shaping & Formatting Documents	Make documents easier to read by changing the layout. Discover how to format documents by adding page breaks, page numbers, headers/footers, footnotes/endnotes, table of contents, bibliography, and an index.
Google Sheets: Charts & Graphs	Display your data visually using the built-in charting features in Google Sheets. Discover how to create, insert, label, format, and publish charts, as well as how to use Sparklines.
iOS 12: Protecting & Backing Up Your Data	Protecting and backing up your data means that you lower the risk of it being lost or used without your authorization. This course will show you how to manage and protect your data and how to configure your iCloud account settings.
Microsoft Office 365 Planner: Managing Tasks	In Office 365 Planner, a project can be managed efficiently by dividing it up into tasks. Discover how to work with tasks, including adding, organizing, assigning, and labelling tasks, and how to send a task message.
Outlook 2019 (Windows): Contact Tools	Outlook 2019 makes it easy to keep track of people you connect with. Discover how to add, import,export, and categorize contacts; create and manage groups; and configure your address book.
Outlook Office 365 (Windows): Formatting Email Text	There are numerous formatting techniques that can be applied to Outlook for Office 365 emails. Discover how to format text, use lists, work with color, and manage your styles and style sets.
Microsoft Office Sway Web App: Building Presentations	Build and enhance presentations with the Sway web app. Discover how to make title and text cards; insert elements, such as images, videos, and charts; use themes; group cards; and add headings to Sway presentations.
Twitter for iOS: Signing In & Setting Up	Want to use Twitter on your iOS device? Learn how to sign in to the Twitter app; edit your profile and account settings; explore the interface; use keywords, hashtags, and the search feature; and manage feeds and notifications.
Twitter for Web: Sending Tweets	In Twitter, it's all about the tweets. Discover how to send, reply to, and like tweets; use tweets to interact with other users; send private tweets; post tweets on Facebook; and insert content other than text into a tweet.
Windows 10 Fall Creators Update: Customizing System Appearance	Windows 10 lets you customize many of the interface items. Discover how to use Tablet mode; customize the Start menu, taskbar, and desktop icons and background; add and remove toolbars; and configure date, time, and sound alerts.
Global Safety Principles: Access to Employee Medical and Exposure Records	This course contains information regarding employee rights of access to medical and exposure records in order to promote the recognition of workplace hazards and subsequently reduce occupational disease. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
DESGN 3.0: Branch Network Design	Explore the basic network design principles of the branch office, including design considerations and best practices.
Azure Developer: Advanced Scalability Using Azure	Implement advanced scaling capabilities provided by Azure to enhance various Azure components that include Azure SQL, Blob storages, and learn to implement autoscaling and partitioning.
CompTIA A+ 220-1001: Implementing Network Concepts	IP addresses are numbers assigned to network-equipped devices that are part of a TCP/IP-based network. Explore the basics of IP addressing and networking concepts like DNS, DHCP, and NAT.
CompTIA A+ 220-1001: Working with Peripheral Devices	This course covers peripheral devices. Also included is information on the various typesâ€™ hardware that can be connected to your computer. Features and functions of each of the types of hardware are also covered.
Building Data Pipelines	Explore data pipelines and methods of processing them with and without ETL. Creating data pipelines using Apache Airflow is also covered.
Data Engineering Fundamentals	Data engineering is the area of data science that focuses on practical applications of data collection and analysis. In this course, you will explore distributed systems, batch vs. in-memory processing, NoSQL uses, and the various tools available for data management/big data and the ETL process.
Data Pipeline: Process Implementation Using Tableau & AWS	Explore the concept of data pipelines, the processes and stages involved in building them, and the technologies like Tableau and AWS that can be used.
Data Wrangling with Pandas: Advanced Features	Discover how to perform advanced grouping, aggregations, and filtering operations on DataFrames. Working with masks and indexes, cleaning duplicated data, and assigning columns as categorical to perform operations is also covered.
Computational Theory: Language Principle & Finite Automata Theory	Explore the concept of computational theory and its models. Discover how to model and implement computational theory on formal language, automata theory, and context-free grammar.
REST API with Java: Java APIs with JSON, Maven, & Spring	This course covers an overview on the tools used to create REST APIs with Java, JSON with Java, Spring Tool Suite, and IntelliJ IDEA
An Executive's Guide to Security: Protecting Your Information	Companies mishandle data because personnel misunderstand practices, risks, and implications. Explore data protection, devices and social media, and good governance through security principles and programs.
System Security Certified Practitioner (SSCP 2018): Securing Environments	Explore virtualization and cloud concepts, as well as threat mitigation for these technologies.
Developing Azure and Web Services: Deployment Strategy	Explore how to identify and design the appropriate Azure deployment strategy using various system configurations and environments.

Preventing Harassment in the Global Workplace â€" Employee Edition	As an employee, it is important for you to act respectfully toward all your coworkers.
Global Code of Conduct Solution	As an employee, you represent the face of our company in every business transaction, every phone call, and every e-mail. We have created policies that provide specific guidance for ethical behavior, but it's up to you to practice those principles in all your day-to-day work. Doing so will enhance the company's reputation, and protect both you and the organization from the consequences that can result from unethical actions and legal violations.
The Agile Leader	Even a small shift in direction can accelerate success. In this course, you will learn how to adopt a focused and flexible mindset; respond quickly with adaptive techniques; and empower others to reach the goal.
Leading a Customer-centric Culture	In business, the customer is all. A customer-centric culture is an imperative, but many leaders are unsure how to begin instilling one. In this course, you'll learn how to design and implement a culture centered on your customers.
Building a Culture of Design Thinking	Design thinking is using a customer-centric approach to determine how to meet the customer's needs. In this course, you'll explore ways to develop customer focus as you define problems, brainstorm solutions, and create and test prototypes.
iOS 12: Using iOS for iPad Pro	This course will show you how to use the key elements and tools available with iOS 12 on your iPad Pro. See how to scan and annotate documents, use the Apple Pencil, and get around your device with the Smart Keyboard.
Outlook 2019 (Windows): Sending & Receiving Email	This course will teach your how to send, receive and reply to different types of emails with Outlook 2019. You will also see how to insert attachments and create mailouts to send to your different contacts.
PowerPoint 2019 (Windows): Inserting & Manipulating Text	PowerPoint 2019 presentations contain two key elements: graphics and text. Discover how to manipulate text like a pro.
Word 2019 (Windows): Using Find & Replace Tools	Whether you are looking for a word or phrase, Word 2019 has the tool for you. Perform simple searches, use wildcards to widen the scope, and define replacement text to quickly make changes to your document.
Word 2019: Illustrating Documents	Sometimes images and illustrations say it better than text. With Word 2019, you can insert images and videos from online and local locations, build custom equations, and create hyperlinks to other sources of information.
Microsoft Office Sway Web App: Delivering and Publishing Presentations	Ready to delivery your Sway web app presentation? Discover how to use different layouts and presentation mode; generate links to your presentation; and publish it to a blog, web site, or social network.
Twitter for iOS: Sharing Photos & Videos	Text is not the only thing you can post in Twitter. DiscoverÂ how you can create tweets using images, photos, and videos.
Global Safety Principles: Machine Guarding 2.0	In this course, you'll learn about definitions, general requirements, and requirements for different kinds of machinery concerning the Machine Guarding Program. You'll also learn about various guarding methods, as well as defining terms associated with machine guarding. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Compressed Gas Safety	Many industrial and laboratory operations require the use of compressed gases for a variety of different operations. This course will establish what elements are needed for an effective compressed gas safety program. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Azure Fundamentals: Database Solutions	Discover the differences between SQL and NoSQL Azure database offerings and explore how databases such as Azure SQL Database and CosmosDB are deployed.
Azure Developer: Working With Azure	Learn to implement various types of services including Service API, Logic App, and Functions . Learn to set up authentication using Azure AD, OAuth, and OpenID.
CompTIA A+: Application Installation, Networking, & Tools	Examine the configuration requirements and considerations for application rollouts, networking security, and remote connections, including the use of Windows Control Panel tools and Linux commands.
Cloud Data Architecture: Data Management & Adoption Frameworks	Explore how to implement containers and data management on popular cloud platforms like AWS and GCP. Planning big data solutions, disaster recovery, and backup and restore in the cloud are also covered.
Balancing the Four Vs of Data: The Four Vs of Data	The four Vs of big data are a popular paradigm used to extract the meaning and value from massive datasets. Discover the four Vs, their purpose and uses, and how to extract value using the four Vs.
Data Silos, Lakes, and Streams: Data Lakes on AWS	Traditional data warehousing is transitioning to be more cloud-based and this can be a key area that must be mastered for data science. In this course, you will discover how to build a data lake on the AWS cloud by storing data in S3 buckets and indexing this data using AWS Glue. Explore how to run crawlers to automatically crawl data in S3 to generate metadata tables in Glue.
Machine & Deep Learning Algorithms: Regression & Clustering	Explore the fundamentals of regression and clustering and discover how to use a confusion matrix to evaluate classification models.
Powering Recommendation Engines: Recommendation Engines	Explore how Recommendation Engines can be created and used to provide recommendations for products and content.
Data Tools: Machine Learning & Deep Learning in the Cloud	Explore machine learning solutions provided by AWS and Microsoft. Compare the prominent tools and frameworks that can be used to implement machine learning and deep learning.
Trifacta for Data Wrangling: Wrangling Data	Discover the essential methods for wrangling data with Trifacta.
Build & Train RNNs: Implementing Recurrent Neural Networks	Examine the concepts of perception, perception layers, and backpropagation and discover how to implement recurrent neural network using Python, TensorFlow, and Caffe2.
Model Management: Building Machine Learning Models & Pipelines	Explore various approaches to building and implementing machine learning models and pipelines and how to manage classification and regression problems.
Math for Data Science & Machine Learning	Explore the application of key mathematical topics related to linear algebra with the Python programming language.
Understanding Bots: Chatbot Advanced Concepts and Features	Explore the advanced concepts and features for developing and deploying chatbots including working with contexts, integrating with alternate platforms, and deploying fulfillments.
HTML5 with JavaScript & CSS3: Data Flow, Consuming, & Transmitting Data	A big part of most web pages is the handling of data. Explore important programming aspects, such as program flow, and event and exception handling, as well as how to consume and transmit data with both HTML5 and Ajax.
Workplace Harassment Prevention for Employees, State of New York and NYC	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed to address the Stop Sexual Harassment in NYC Act and the amendments to New York State harassment law contained in the FY2019 Budget Bill. It will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.
Final Exam: VMware vSphere 6.5: Install, Configure, & Manage	Generally taken near the end of a program, Final Exam: VMware vSphere 6.5: Install, Configure, & Manage enables the learner to test their knowledge in a testing environment.
Embracing the Cloud for Business Efficiency	Cloud computing allows businesses to access mobile, on-demand data and application services without the traditional IT capital costs. This course covers the benefits and deployment options for utilizing cloud-based technologies effectively.
Creating Engagement with Virtual Reality	Virtual reality isn't new, so why all the attention now? In this course, youâ€™ll learn about the broad range of uses for virtual reality in a business context and the difference between mobile and high-powered virtual reality experiences.
Enhancing the Customer Experience with HCI	Human-computer interaction (HCI) is shifting beyond the entertainment space and into the business environment as part of an effective and value-add strategy. This course covers the benefits, challenges, best practices, and trends of HCI.
Innovating with Lean Product Management	The essence of Lean product management is building the right product as quickly and cheaply as possible. In this course, you'll discover how Lean methodology can help you build the right product from defining need to continuous improvement.
Google Docs: Creating, Opening & Saving Documents	Discover how to work with documents in Google Docs. Learn how to create, open, modify, save, and print documents; use templates and tools; and convert a document to a PDF or HTML page.
Instagram for iOS: Editing & Tagging Photos	Improve the quality of your photos with Instagram tools. Discover how to edit and tag photos, including cropping and resizing, filters, hashtags, and locations.
iOS 12: Using the Maps Application	The Maps app available with iOS 12 allows you to find places, addresses and directions quickly and easily. This course will show you how to use the app's interface and various features including the Flyover mode and satellite view of a map. You can also configure the app's settings to best suit you.
Outlook Office 365 (Windows): Tagging, Sorting & Filtering Email	Flagging, tagging, categorizing, sorting and filtering: Outlook gives you everything you need to help you keep track of your email, and find messages quickly and easily.
PowerPoint Office 365 (Windows): Creating Presentations	Create your slides, and finesse them like a pro. Discover how to use themes, create and manipulate slides, and work with slide elements in PowerPoint for Office 365.
Word 2019: Sharing & Collaborating on a Document	Word 2019 enables you to easily share your documents via email or upload them to OneDrive and SharePoint to collaborate with your team. This version of Word also comes with a chat feature to communicate with others in real-time.
Word Office 365 (Windows): Formatting documents	Control every aspect of your text's appearance and structure with Word for Office 365's formatting tools. Use color, effects, and intuitive alignment tools to quickly transform your text and make your document more readable.
Windows 10 Fall Creators Update: Protecting & Backing up Data	To prevent data loss, you should always protect and back up your data. Discover how to work with external devices for backing up and restoring data, create restore points, and use Windows Defender to protect your computer.
Windows 10 Fall Creators Update: Configuring Network & Share Settings	Windows 10 lets you create a network with other computers to share folders and files. Discover how to create, configure, and manage a HomeGroup; share files and folders; and connect and configure a Wi-Fi connection.
Global Safety Principles: Aerial Work Platforms	Aerial work platforms allow work personnel to reach elevated areas that are inaccessible by traditional means such as ladders or scaffolding. But like any heavy equipment, aerial work platforms can be very dangerous if used without due care and attention.
DESGN 3.0: Fault Domain Design	Explore the role of fault domains in a network and examine the need to understand how and where they apply in network design.
DESGN 3.0: Virtualization in Network	Explore the concept of virtualization in Cisco network design, with a focus on when it should be used, challenges, benefits, and risks.
Azure Fundamentals: Storage Components	Explore the variety of cloud storage solutions made available through Microsoft Azure including Disk Storage, Blob and File Storage, and Key Vault storage.
Azure Developer: Media Services Solutions	Discover the use of Azure Media Services with APIs and explore the use of Live Video streaming.
CompTIA A+ 220-1001: Custom PC	This course examines the different requirements and options available for various types of computers, including workstations, home theater systems, and high-end gaming computers.
CompTIA A+ 220-1002: Operational Procedures Best Practices	Examine the safety standards and best practices that have kept many operators from causing harm to their systems. Also examine standards for documentation maintenance and remote access technologies as you prepare for exam 220-1002.
Data Science 10: Data Research Exploration Techniques	To master data science, you must learn the techniques around data research. In this course you will discover how to use data exploration techniques to derive different data dimensions and derive value from the data. How to practically implement data exploration using R, Python, linear algebra, and plots is also covered.
Data Silos, Lakes, & Streams: Introduction	Traditional data warehousing is transitioning to be more cloud-based and this can be a key area that must be mastered for data science. In this course you will examine the organizational implications of data silos and explore how data lakes can help make data secure, discoverable, and queryable. Discover how data lakes can work with batch and streaming data.
Reinforcement Learning: Essentials	Explore reinforcement learning and its components, which can be used to help develop critical algorithms for decision making.
Cloud Security Fundamentals: Basics of Cloud Operations	Build a foundation for upcoming cloud security topics by exploring cloud definitions, roles, deployments models, characteristics, and building block technologies.
Developing Successful Coaching	Leaders must support a culture conducive to coaching and be capable of stepping into a coaching role at any time. In this course, you'll learn how to build dynamic and purposeful coaching relationships.
Implementing an Automation Software Strategy	Implementing a software automation strategy improves business efficiency. Explore how software automation optimizes processes, learn key elements of effective automation software, and tips to create and implement an automation strategy.
Achieving Digital Dexterity	Flexibility, agility, and the ability to efficiently transition between activities is critical in today's tech-centric environment. In this course, you'll explore the benefits and techniques for achieving organizational digital dexterity.
Effective Digital Community Management	In today's business environment a positive social media presence is vital for companies, and a respected community manager is critical. This course covers considerations, best practices and trends for effective digital community management.
Google Hangouts for Android: Hangouts on Android	Access Google Hangouts via your Android device. DiscoverÂ how to access and use Google Hangouts on Android, from conversations and video calls to organizing contacts.
Google Photos: Creating Albums &	Google Photos includes tools that allow you to organize your photos. Discover how to create albums, collages, and slideshows using Google Photos.
Google Photos for iOS	Access Google Photos on your iOS device. Discover Google Photos for iOS, including account management, searching, album creation, and editing photos.

Course	Description
OneDrive for Business 2017: Organizing	To be productive, you need to keep your files organized. Discover how to sort and filter files, and create, delete, and organize folders in OneDrive for Business.
Outlook 2019 (Windows): Formatting Email	There are numerous formatting techniques that can be applied to Outlook 2019 emails. Discover how to format text, use lists, work with color, and manage your styles and style sets.
Outlook Office 365 (Windows): Setting Up	Discover how to install your Outlook 365 account and navigate the interface so you can easily access your emails. You will also see how to set up the workspace and configure message alerts to best suit your way of working.
PowerPoint 2019 (Windows): Formatting Presentations	Once you start adding text elements to your presentation, you'll need to know how to format and organize them. See how to adjust you text, add elements such as bullet lists and modify your paragraph settings within PowerPoint 2019.
PowerPoint Office 365 (windows): Enhancing Presentation Designs	In order to help your presentation stand out, you can add color, modify the theme and even add design elements using the Designer tool with PowerPoint for Office 365.
SharePoint Online: Signing In & Setting Up	Microsoft SharePoint is a powerful collaboration and document management tool. Discover how to sign in for the first time, edit your profile, work with the app launcher, find information, view other profiles, and edit SharePoint themes.
Word 2019 (Windows): Creating, Opening & Saving Documents	Creating, saving, and opening documents are central to your user experience in Word 2019. Learn how to create files, how to save them, and how to optimize your documents with accessibility and protection tools.
Word 2019: Structuring Documents	Use sections, headers, and footers to set out your ideas clearly, and insert page numbers to better shape your Word 2019 document.
Word Office 365 (Windows): Opening & Setting Up	Before getting started with Word for Office 365, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your workspace.
Sketch 51: Exploring the interface	Sketch is a Mac-based design toolkit for developing vector-based graphics, prototypes, and designs. Learn how to get around the app, use and modify the zoom tools, and customize your preferences.
Slack Web: Private Messaging and Communication Tools	Slack breaks barriers and empowers organizations to communicate globally or privately. Explore Slack's private messaging, including message formatting, reactions, interaction management, and calling contacts.
TestPrep CS0-001 CompTIA Cybersecurity Analyst (CySA+)	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
DESGN 3.0: IGP Expansion	Explore the concept of expandability in interior gateway protocols and considerations for EIGRP and OSPF utilization and expansion.
DESGN 3.0: Wireless LAN Requirements	Examine wireless LAN requirements, including those for controller-based wireless networks, and how to set up redundancy for wireless LANs.
DESGN 3.0: Security Control Considerations	Explore security control considerations with Cisco network design.
Azure Fundamentals: Virtual Machines	Discover how to deploy and manage Linux and Windows Azure virtual machines and how to work with cloud-hosted apps.
Azure Fundamentals: Big Data Analytics	Discover how to use big data solutions such as Azure HDInsight, SQL Data Warehouse, and Azure Data Lake Analytics to collect, store, and analyze vast datasets.
Azure Developer: Caching & Content Delivery Solutions	Explore CDN architecture, using CDN to implement caching, and the role of Redis in cache management with CDN.
Delivering Dashboards: Management Patterns	Explore the concept of dashboards and the best practices that can be adopted to build effective dashboards. How to implement dashboards and visualizations using PowerBI and ELK and the concepts of leaderboard and scorecards is also covered.
Data Silos, Lakes, & Streams: Sources, Visualizations, & ETL Operations	Traditional data warehousing is transitioning to be more cloud-based and this can be a key area that must be mastered for data science. In this course, you will discover how to configure Glue crawlers to work with different data stores on AWS. Examine how to visualize the data stored in the data lake with AWS QuickSight and how to perform ETL operations on the data using Glue scripts.
Data Tools: Technology Landscape & Tools for Data Management	Explore the technology landscape and the tools used to implement data management. Discover how to use machine learning in data analytics and the capabilities of machine learning implementation in the cloud.
Scalable Data Architectures: Introduction to Amazon Redshift	Using a hands-on lab approach, explore how to use Amazon Redshift to set up and configure a data warehouse on the cloud. Discover how to interact with the Redshift service using both the console and the AWS CLI.
Scalable Data Architectures: Working with Amazon Redshift & QuickSight	Explore the loading of data from an external source such as Amazon S3 into a Redshift cluster, as well as the configuration of snapshots and the resizing of clusters. Discover how to use Amazon QuickSight to visualize data.
Using Data to Find Data: Data Discovery & Exploration	Explore data discovery and exploration techniques, such as pivoting, de-identification, analysis, and data tracing.
Building ML Training Sets: Preprocessing Datasets for Linear Regression	Discover how to implement scaling techniques such as standardizing and min-max scaling on continuous data and one-hot encoding on categorical features to improve the performance of linear regression models.
Fundamentals of Sequence Model: Artificial Neural Network & Sequence Modeling	Explore artificial neural networks, their essential components, tools, and frameworks for their implementation. Discover the recurrent neural network and how it's implemented.
System Security Certified Practitioner (SSCP 2018): Identity Management	Explore user, device, and software authentication using accounts. Strengthening security through multi-factor authentication and using identify federation and single-sign on are also discussed.
Developing Azure and Web Services: Azure Storage	Azure Storage is a powerful feature that has been created for data storage. Explore the various types of storage available in Microsoft Azure and their purpose.
Leading with Strategic Thinking	Charting the future requires leaders to think strategically. Strategic thinking synthesizes information and ideas for competitive advantage and future success. In this course, you'll learn how to promote and apply strategic thinking.
Leading Others through Conflict	Effective leaders promote a positive perspective on workplace conflict that filters down to their teams, helping them view conflict through the same eyes. In this course you'll learn how to effectively lead others through conflict.
Network Security Threats and Their Impact	Organizations are subject to increasingly sophisticated network attacks that are occurring more and more frequently. In this course, you'll discover threats to network security and the importance of defense.
Harnessing the Power of Data Science for Business Growth	Data science involves using scientific analysis, tools, and mathematics to extract useful insight from raw data, and then applying that knowledge for effective business strategy. This course covers data science best practices for doing so.
Harnessing the Benefits of Platform as a Service	Platform as a Service (PaaS), when used properly, can reduce costs while increasing your organization's agility and flexibility. This course covers considerations and best practices for implementing and utilizing PaaS in your organization.
Google Docs: Illustrating Documents	With Google Docs, you can emphasize a particular element of your document using images. Discover how to insert, format, and modify images; work with hyperlinks; and insert equations in your documents.
Google Keep for Android	You can use the Google Keep app for Android to stay organized from your mobile phone or tablet. Explore Google Keep for Android, from creating notes and pinning them to syncing and sharing and using widgets.
Google Team Drives: Using the Storage Tools	Google Team Drives is a cloud-based, team-focused storage solution designed to help you store and collaborate on files within your organization. Learn how to create new teams, add storage spaces, and import and create files.
Google Sheets: Extracting Information with Formulas	Google Sheets includes built-in formulas to extract and analyze data. Discover how to work with some of these formulas on both data and text values, and how to use LOOKUP and VLOOKUP.
IBM Verse 2016: Sending & Receiving	You can use IBM Verse for your emails with a laptop, desktop, or mobile device. Explore the IBM Verse interface and available tools, and discover various ways to handle sending and receiving emails.
Microsoft Edge 2018: Browsing the Web	Edge is Microsoft's web browser, introduced in Windows 10. Discover Edge and its web surfing ability.
Outlook 2019 (Windows): Proofing Email	With Outlook's suite of proofing and review tools, you can be sure that the emails you send will be clear, accessible, and error-free. Learn how to check your spelling and grammar, use the lookup, translation, and thesaurus tools, and make your message accessible to all recipients.
Windows 10 Fall Creators Update: Using Screenshot Tools	It's easy to create an image of what is displayed on your screen. Discover how to use and customize the Windows 10 Snipping Tool, edit and work with screenshots, and create a tutorial using the Steps Recorder tool.
Windows 10 Fall Creators Update: Configuring & Optimizing a System	Keep Windows 10 running its best. Explore optimization techniques, including working with the Control Panel, Task Manager, and Resource Monitor; creating and using tasks; and managing disk space.
Windows 10 Fall Creators Update: Ease of Access and Accessibility Tools	Windows 10 includes a number of tools to make it accessible to everyone. Discover how to activate and use the Windows 10 accessibility tools to assist users with physical, visual, and hearing impairments.
Windows 10 Fall Creators Update: Managing User Accounts	In many cases, multiple users share the same computer. Discover how to add, configure, and manage user and family accounts; create and manage passwords; and configure Family Safety settings in Windows 10.
TestPrep 70-761 Querying Data with Transact SQL	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
TestPrep Certified Information Security Manager (CISM)	Test your knowledge on the skills and competencies measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test. This TestPrep is aligned to the 2017 CISM Job Practice Areas.
DESGN 3.0: OSPF and BGP Expansion	Explore OSPF expansion and considerations, and BGP expansion using route reflectors and confederations.
SENSS 1.0: IOS Security Configuration	Discover the steps required to configure a new Cisco router or switch, including basic configuration settings and specific security-related settings designed to harden the attack surface of the device.
SENSS 1.0: DHCP Snooping & IP Source	Discover how DHCP snooping, ARP inspection, and IP Source Guard can be configured and used to prevent network attacks.
SENSS 1.0: Cisco Port-Based Traffic Control	Discover Storm Control and how it can be used to prevent broadcast attacks and use port security to link ports to MAC addresses to prevent unauthorized hardware on a network.
Azure Fundamentals: IoT & AI	Explore the use of Azure IoT and AI solutions in the centralized collection and processing of IoT device data and how it provides value to an organization.
Azure Developer: Storage Tables	Explore concepts and utilization of storage tables, applying various design patterns applicable on data , query and transaction management.
CompTIA A+ 220-1001: Basic Cable Types	Examine the most common cable types and adapters you'll likely encounter when working with computers and mobile devices, including network, video, multipurpose, peripheral, and hard drive cables.
CompTIA A+ 220-1002: Critical Security	Continue exploring the fundamentals of security and delve into the world of Active Directory administration, user management, and file and disk encryption.
Advanced Visualizations & Dashboards: Visualization Using Python	Explore approaches to building and implementing visualizations, as well as plotting and graphing using Python libraries like Matplotlib, ggplot, bokeh, and Pygal.
Data Science 9: Data Research Techniques	To master data science, you must learn the techniques around data research. In this course you will discover how to apply essential data research techniques, including JMP measurement, and how to valuate data using descriptive and inferential methods.
Data Scientist 14: Data Research Statistical Approaches	Discover how to apply statistical algorithms like PDF, CDF, binomial distribution, and interval estimation for data research. How to implement visualizations to graphically represent the outcomes of data research is also covered.
Getting Started with Hadoop: Fundamentals & MapReduce	Apache Hadoop is a collection of open-source software utilities that facilitates solving data science problems. In this course, you will explore the theory behind big data analysis using Hadoop and how MapReduce enables the parallel processing of large datasets distributed on a cluster of machines.
Convolutional Neural Networks: Implementing & Training	Discover how to implement convolutional neural network (CNN) extended applications and train CNNs using Keras, TensorFlow, and PyTorch.
Cloud Security Fundamentals: Cloud Data Security	Learn about securing cloud data-at-rest and data-in-transit using various cryptographic mechanisms and security controls offered by the cloud service provider.
System Security Certified Practitioner (SSCP 2018): Digital Forensics	Digital evidence gathering requires knowledge of not only computers and networks, but also how to use the tools that acquire data. Examine common digital forensics tools in action.
Programming in HTML5: More Advanced HTML5 & CSS3	Explore the process of styling in more detail as you work with more complex methods, including the addition of jQuery and CSS3 selectors.
Workplace Harassment Prevention for Employees, State of Delaware	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course will provide an overview of the types of behaviors that can give rise to discrimination, harassment, and retaliation claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area.

Course	Description
Developing Your Critical Thinking and Cognitive Flexibility	As a leader, making tough decisions requires thinking critically. In this course, you'll learn about the stages of critical thinking, and the benefits of using cognitive flexibility and skepticism to help you make the best decision.
Networking to Improve Leadership Effectiveness	Effective networking is a leadership skill linked to stronger performance on the job. In this course, youâ€™ll learn how to develop and expand your network to improve your own effectiveness, as well as that of others in your organization.
Leading with Values and Ethics	Demonstrating integrity between personal and business values and ethics is key to ethical leadership, but itâ€™s only a start. In this course, youâ€™ll learn how to lead ethically by doing more than just â€œwalking the talk.â€
Cisco Webex Meetings: Using Meeting Tools	Explore the available tools to get the most out of a Webex meeting. Learn how to share files, applications, and your desktop, work with one or multiple whiteboards, create recordings, and view meeting reports and logs.
Cisco Webex Teams: Using the Collaboration Tools	As well as standard messaging, Webex Teams also features great collaboration tools for moving from simple text-based chat to full-scale meetings and visual interactions with your team members. Find out how to schedule and join meetings from Webex Teams, and create rich, collaborative workspaces with the whiteboard, sharing, and annotation tools.
Google Docs: Sharing & Collaboration Tools	Google Docs makes it easy for others to work on a document with you at the same time. Discover how to share and manage access to completed documents, and how to use the collaboration tools to manage multiple users for a document.
Outlook Office 365 (Windows): Illustrating Email	Outlook for Office 365 emails do not have to contain text only. Explore ways to illustrate your emails, including adding images, links, shapes, WordArt and SmartArt graphics, tables, charts, polls, and objects.
Outlook Office 365 (Windows): Contact	Outlook for Office 365 makes it easy to keep track of people you connect with. Discover how to add, import, export, and categorize contacts; create and manage groups; and configure your address book.
PowerPoint Office 365 (Windows): Saving Presentations	Once your presentation is done, you can save, export, and share it. Explore the methods for saving, backing up, exporting, and protecting PowerPoint for Office 365 presentations.
Office 365 Yammer: Collaborating & Communicating	Yammer makes it easy to collaborate and communicate with others. Learn how to use the chat feature, manage messages in your Yammer inbox, share and work with others on documents, and create and share notes.
Global Safety Principles: Indoor Hoisting and Rigging	This course is designed to educate workers on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Government Ethics	The role of the Office of Government Ethics (OGE) is to help promote ethical behavior and work practices within the executive branch, and to raise awareness about the Government's commitment to ensuring that all of its operations are carried out equitably and with integrity. This course provides instruction on how the OGE defines ethical behavior within the government and how it works with executive branch agencies to implement ethics programs and guidelines. It also explores the OGE's key objectives including preventing conflicts of interest, ensuring impartiality in the performance of duties, and promoting high standards of integrity in the day-to-day operations of all executive branch departments and agencies. This course is intended to meet the training requirements under Executive Order 12674 and Executive Order 12731 outlining agency responsibilities on the principles of ethical conduct for government officers and employees.
DESGN 3.0: Design Methodology	Explore the business requirements of Cisco network design and review principle actions that keep design projects on track.
DESGN 3.0: Networking Information Gathering and Auditing	Explore how to characterize the network using information gathering and how to perform a network discovery audit. Examine commonly used network auditing tools and the process of using a network assessment checklist for auditing.
Compliance Issues and Strategies: Data Compliance	It's crucial that organizations remain compliant with their big data implementations. Examine compliance and its relationship with big data, as well as popular resources for developing compliance strategies.
Data Sources: Implementing Edge on the Cloud	To become proficient in data science, you have to understand edge computing. This is where data is processed near the source or at the edge of the network while in a typical cloud environment, data processing happens in a centralized data storage location. In this course you will explore the implementation of IoT on prominent cloud platforms like AWS and GCP. Discover how to work with IoT Device Simulator and generate data streams using MQTT.
Machine & Deep Learning Algorithms: Introduction	Examine the fundamentals of machine learning and how Pandas ML can be used to build ML models. The workings of Support Vector Machines to perform classification of data is also covered.
Automation Design & Robotics	Examine the different uses of data science tools and the overall platform, as well as the benefits and challenges of deployment.
Computational Theory: Using Turing, Transducers, & Complexity Classes	Discover the concepts of pushdown automata, Turing machines, and finite transducers. Examine how to identify the limitations and complexities in computation and also how to apply P and NP classes to manage them.
Fundamentals of Sequence Model: Language Model & Modeling Algorithms	Explore the concepts of language modeling, natural language processing (NLP), and sequence generation for NLP. Prominent modeling algorithms like vanishing gradient problem, GRU, and LSTM network are also covered.
MD-100 - Windows 10: Deployment	Creating a seamless user experience and minimizing migration issues are hallmarks of a successful deployment. Explore how to install the OS and the tools required to successfully migrate user data.
Developing Azure and Web Services:	Web services provide a cloud environment for building distributed apps. Explore distributed apps, how data can be accessed, and how services work.
Developing Azure and Web Services: Entity Framework	Entity Framework is an object relational mapper (ORM) and uses an object-oriented representation for data. Explore Entity and the operations it provides to make working with data easier.
Developing Azure and Web Services: Diagnostics, Debugging, and ACS	Azure provides a large set of tools to diagnose and debug issues. Discover how to troubleshoot and debug on Azure, and how to run diagnostics.
Developing Azure and Web Services: Configuring Web Applications for	Learn to configure web applications for production, release, and debug mode and explore securing applications using Key Vault and credentials along with package management using NuGet.
HTML5 with JavaScript & CSS3: Introduction	DiscoverÂ HTML5 and CSS3. Explore the fundamentals of working with both HTML5 and CSS through demonstrations showing how to create styles and web pages.
Programming in HTML5: Adaptive AI, Graphics, & Animation	Enhance your web page graphics and animations using HTML5 and CSS. Examine various adaptive AI and animations techniques, including SVG graphics, 2-D and 3-D models, and how to animate all components.
Excel 2019: Custom & Conditional Formatting	To customize data, you can use the built-in formats in Excel 2019, or you can use your own. Learn how to create custom formats for numbers, text, and date and time, as well as how to create and use conditional formatting.
Excel Office 365: Custom & Conditional Formatting	To customize data, you can use the built-in formats in Excel for Office 365, or you can use your own. Learn how to create custom formats for numbers, text, and date and time, as well as how to create and use conditional formatting.
Outlook 2019 (Windows): Tagging, Sorting & Filtering Email	Flagging, tagging, categorizing, sorting and filtering: Outlook gives you everything you need to help you keep track of your email, and find messages quickly and easily.
Outlook 2019 (Windows): Organizing Emails	To be productive, you need to keep your Outlook 2019 emails organized. Explore how to use folders, search for email, and handle junk email.
Outlook 2019 (Windows): Optimizing Workflows	Outlook 2019 features a variety of different ways of improving the way you work. See how to dictate messages, convert email conversations into meeting invitations, and use the rules, Quick Steps, and delegation tools to manage your mailbox.
Outlook 2019: Configuring the Client	Customize Outlook 2019 to make it your own. Learn how to add multiple accounts; customize the interface, ribbon, and Quick Access Toolbar; and use the import and export function.
Outlook Office 365 (Windows): Organizing Emails	To be productive, you need to keep your Outlook for Office 365 emails organized. Explore how to use folders, search for email, and handle junk email.
Outlook Office 365 (Windows): Optimizing Workflows	Outlook features a variety of different ways of improving the way you work. See how to dictate messages, convert email conversations into meeting invitations, and use the rules, Quick Steps, and delegation tools to manage your mailbox.
Outlook for Office 365: Configuring the	Customize Outlook for Office 365 to make it your own. Learn how to add multiple accounts; customize the interface, ribbon, and Quick Access Toolbar; and use the import and export function.
PowerPoint 2019: Using Multimedia in Presentations	A picture speaks a thousand words, but why stop there? ExploreÂ the graphic elements of PowerPoint, from working with images to audio and video files as well as hyperlinks with PowerPoint 2019.
PowerPoint 2019: Adding Data to Presentations	If you would like to present data in a table or from another file, PowerPoint 2019 gives you multiple possibilities. See how to add tables to store and organize data, insert files, and create and modify equations.
PowerPoint 2019: Creating Graphics &	PowerPoint 2019 allows you to take your presentation to the next level by creating diagrams, inserting shapes and adding SmartArt graphics.Â
PowerPoint 2019: Organizing Presentations Assets	Your presentation needs to be tweaked to make it just right. Discover the various editing elements of PowerPoint, from copying and pasting to object grouping and slide organization.
PowerPoint 2019: Adding animations	Presentations are far more impactful for the audience when animation is added to the mix. Discover how to create, customize, and manage animations in PowerPoint 2019.
PowerPoint Office 365 (Windows): Using Multimedia in Presentations	A picture speaks a thousand words, but why stop there? ExploreÂ the graphic elements of PowerPoint, from working with images to audio and video files as well as hyperlinks with PowerPoint for Office 365.
PowerPoint Office 365: Adding Data to Presentations	If you would like to present data in a table or from another file, PowerPoint for Office 365 gives you multiple possibilities. See how to insert tables to organize data, insert files as well as create and insert Microsoft Forms into your presentation.
PowerPoint Office 365: Creating Graphics & Diagrams	PowerPoint for Office 365 allows you to take your presentation to the next level by creating diagrams, inserting shapes and adding SmartArt graphics.Â
PowerPoint Office 365: Organizing Presentation Assets	Your presentation needs to be tweaked to make it just right. Discover the various editing elements of PowerPoint, from copying and pasting to object grouping and slide organization.
PowerPoint Office 365: Sharing & Collaborating on a Presentation	PowerPoint for Office 365 enables you to easily share your presentations via email or upload them to OneDrive and SharePoint to collaborate with your team. This version of PowerPoint also comes with the ability to edit a presentation with other users in real-time.
PowerPoint Office 365: Adding Animations	Presentations are far more impactful for the audience when animation is added to the mix. Discover how to create, customize, and manage animations in PowerPoint for Office 365.
Word 2019: Shaping Documents	Structuring text properly makes your document more readable. Use cover pages, table of cotents and Quick Parts to set out your ideas clearly, and advanced reference tools to help your reader find the information they need with Word 2019.
Word 2019: Creating Graphics & Diagrams	With Word 2019's graphics tools, you can create charts and diagrams to add visual impact to your documents. Learn how to build diagrams, insert customizable SmartArt graphics, and transform your data using different chart types.
Word 2019: Adding Data & Calculations	In order to enrich your Word 2019 documents, you can insert content from existing document, create charts and even insert equations. See how to add data and items from Excel with Word 2019.
Word 2019: Using Table Tools	Bring structure to your technical data with Word 2019 table tools. Insert new entries, columns, or rows on the fly; apply formatting to make values stand out; and manipulate your data with the sort, filter, and calculation tools.
Word 2019: Using Research Tools	Word 2019 gives you a suite of research tools to enrich your documents. Organize your citations and sources, use the translation tools to quickly translate parts or the entirety of your text, and pull information into your document directly from the web.
Word 2019: Creating Forms	Word 2019's forms tools enable you to collect, process, and re-use data in a variety of different ways. Build data collection forms in a matter of minutes.
Word 2019: Creating Bulk Mailings	With Word 2019's bulk mailing tools, you can collect, process, and re-use data in a variety of different ways. Import or build mailing lists, create mail merge documents, and print or email them Â in a matter of minutes.
Word Office 365: Sharing & Collaborating on a Document	Collaboration is made easy in Word for Office 365. Share your document via email, upload your document to your OneDrive storage space, and use the comment and change tracking tools to keep on top of any modifications made to your files.
Word Office 365: Shaping Documents	Structuring text properly makes your document more readable. Use cover pages, table of cotents and Quick Parts to set out your ideas clearly, and advanced reference tools to help your reader find the information they need with Word for Office 365.
Word Office 365: Illustrating Documents	Sometimes images and illustrations say it better than text. With Word for Office 365, you can insert images and videos from online and local locations, build custom equations, and create hyperlinks to other sources of information.
Word Office 365: Creating Graphics & Diagrams	With Word for Office 365's graphics tools, you can create charts and diagrams to add visual impact to your documents. Learn how to build diagrams, insert customizable SmartArt graphics, and transform your data using different chart types.
Word Office 365: Adding Data & Calculations	In order to enrich your Word for Office 365 documents, you can insert content from existing document, create charts and even insert equations. See how to add data and items from Excel with Word for Office 365.
Word Office 365: Using Table Tools	Bring structure to your technical data with Word for Office 365 table tools. Insert new entries, columns, or rows on the fly; apply formatting to make values stand out; and manipulate your data with the sort, filter, and calculation tools.
Word Office 365: Using Research Tools	Word for Office 365 gives you a suite of research tools to enrich your documents. Organize your citations and sources, use the translation tools to quickly translate parts or the entirety of your text, and pull information into your document directly from the web.
Word Office 365: Creating Forms	Word for Office 365's forms tools enable you to collect, process, and re-use data in a variety of different ways. Build data collection forms in a matter of minutes.

Course	Description
Global Safety Principles: Industrial Robot Safety Awareness	Industrial robots play a huge part in manufacturing, particularly in assisting employees with various functions. In this course, you'll learn about several safety aspects to take into account regarding the design and usage of industrial robots.
Blockchains & Ethereum: Introduction	Blockchain technology can involve the implementation of various concepts such as hashing, mining, smart contracts, and cryptocurrencies. This course covers those in the context of the Ethereum blockchain network.
Blockchains & Ethereum: Performing Transactions in Ethereum	This course walks you through the steps involved in transaction initiation and verification in Ethereum and finally recording its details on the blockchain. This includes the use of digital signatures, hashes and state databases.
Blockchains & Ethereum: Mining and Smart Contracts in Ethereum	Discover the process of mining and the proof-of-work consensus algorithm in Ethereum, and explore smart contracts and the Solidity programming language which can be used to define them.
Working with Ethereum: Storing Data	An important piece of information stored in the Ethereum network is the state of accounts. Examine types of Ethereum accounts, what is stored in them, and the Merkle-Patricia Trie data structure used to store the data.
Working with Ethereum: Smart Contract Development	Developing applications for Ethereum can involve a lot of tools. Explore Ethereum development tools, along with their features and limitations.
Working with Ethereum: Metamask & the Ethereum Wallet	Discover how to interact with the Ethereum network using some of the UI-based clients of Metamask and Ethereum Wallet and the operations that can be performed.
Working with Ethereum: The Geth Client	Ethereum clients enable your machine to connect as a node to an Ethereum network. Explore how the Geth client can be used to provision a private network, connect to it as a node, and then interact with it as a node.
Working with Ethereum: Lifecycle of a Smart Contract	Explore the use of the Truffle framework and Ganache to manage building, testing, and deploying smart contracts and to speed up contract development.
Working with Ethereum: Tools for Smart Contract Development	There are a variety of tools available to develop smart contracts and interact with them. Discover how to use deployment scripts in JavaScript, develop with the Remix IDE, and interact with the Ethereum Wallet.
CLDFND: Cloud Characteristics	Explore the basics of cloud computing, how it developed to address traditional IT technology challenges, and NIST SP 800-145. Additionally, discover the requirements of the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cloud Service Models	Explore the purpose and characteristics of specialized service providers, cloud service providers, and service level agreements in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: IaaS, PaaS, & SaaS	Explore the IaaS, PaaS, and SaaS cloud deployment models, including how they differ from each other and cloud deployments, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Public & Private Cloud Deployment Models	Examine the features, risks, and challenges of public and private cloud deployment models in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Community & Hybrid Cloud	Explore the community and hybrid cloud deployment models, including how they compare to the public and private cloud models, and risks and challenges, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco CloudCenter	Explore Cisco CloudCenter, the replacement for the deprecated Cisco Intercloud, including its features and benefits, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco CloudCenter Components	Explore the software components of Cisco CloudCenter, including the tasks they can be used to perform and how they assist with administration, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco UCS	Explore the Cisco Unified Computing System, its features and components, and the workings of Cisco UCS Manager and Cisco UCS Central in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Cloud Virtualization	Explore the Cisco Nexus 1000V virtualized switch, how it compares with the Nexus 9500 series switch, and how to configure it using the vSphere Web Client in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Virtual Networking Services	Explore Virtual Networking Services, what they are used for, and how they work in the data center or cloud environment, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: VLANs & VXLANs	Explore the concepts of VLANs and VXLANs, including VLAN limitations, and how VXLAN is used by cloud providers to overcome these limitations, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Virtual Application Containers	Examine Virtual Application Containers, including their purpose and components, and custom container requirements, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Unified Fabric	Explore Cisco Unified Fabric, including the data center cloud architectures, and the functionality, families, and licensing requirements of switches, in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: Software-Defined Networking	Explore the concept of Software-Designed Networking, including benefits and shortcomings of its use in the cloud virtualized environment, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Application Centric	Examine Cisco Application Centric Infrastructure, its components and uses, the role of APIC, and how to manage ACI Fabrics in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Storage Provisioning	Explore the concept of storage provisioning, including the basic concepts used in computing and the advanced concepts used in the cloud and data centers, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Storage Access Technologies	Discover the differences between the NAS and SAN storage access technologies in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Block & File Storage Access	Explore the main storage block technologies, SCSI and Fibre Channel, and various file access technologies like FAT and NTFS, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: SAN, NAS, & Cisco Storage Network Devices	Explore SAN, NAS, and VSAN, as well as Cisco storage network devices and how to choose a Cisco storage solution in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Integrated Infrastructure & Cisco InterCloud Fabric	Explore proven infrastructure solutions and their benefits, the Cisco InterCloud Fabric, and some exam tips and suggestions in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
MS-900 – Microsoft 365 Fundamentals: Understanding Cloud Concepts	The cloud has taken the business world by storm. Explore the cloud and its various forms, and how it differs from on-premises data, as you prepare for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 – Microsoft 365 Fundamentals: Cloud Benefits & Considerations	Explore the cloud computing opportunities, benefits, and facts and myths as you prepare for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 – Microsoft 365 Fundamentals: Cloud Services & Principles	The term 'The Cloud' covers several different services. Examine cloud services, security principles, and business cases as you prepare for the Microsoft 365 Fundamentals (MS-900) exam.
CompTIA A+ 220-1001: Resolving Problems	Examine the six step troubleshooting methodology used to resolve problems with computer systems.
CompTIA A+ 220-1001: Troubleshooting	Computer peripherals and mobile devices have similar troubleshooting workflows. Knowing how these devices should work and identifying common problems is part of maintenance and important when preparing for exam 220-1001.
DevOps for Data Scientists: Data DevOps Concepts	To carry out DevOps for data science, you need to extend the ideas of DevOps to be compatible with the processes of data science and machine learning. Explore the concepts behind integrating data and DevOps.
Predictive Modeling: Predictive Analytics & Exploratory Data Analysis	Explore the predictive analytics, exploratory data analytics, and different types of datasets and variables. Discover how to implement predictive models and manage missing values and outliers using Python frameworks.
Predictive Modeling: Implementing Predictive Models Using Visualizations	Explore how to work with feature selection, general classes of feature selection algorithms, and predictive modeling best practices. Discover how to implement predictive models with scatter plots, boxplots, and crosstabs using Python.
ML Algorithms: Multivariate Calculation & Algorithms	Discover how to implement multivariate calculus, derive function representations of calculus, and utilize differentiation and linear algebra to optimize machine learning (ML) algorithms.
ML Algorithms: Machine Learning Implementation Using Calculus &	Explore the roles of probability, variance, and random vectors in implementing machine learning (ML) processes and algorithms. Discover how to apply calculus and differentiation using R and Python libraries.
MD-100 – Windows 10: Prepare for	Since the introduction of Windows Vista and Server 2008, Windows deployment has been image based. Explore the tools, methods, and server roles required to manage your deployment strategies.
MD-100 – Windows 10: Perform Post-Installation Configuration	In the always-on, always-connected modern world, device security drives our management. Explore critical post installation configuration settings for browsers and mobile devices to help ensure client privacy.
MD-100 – Windows 10: Manage Devices & Data	As the device age dawns, cloud servicing solutions integrate with on-premise management solutions to create the modern management infrastructure. Explore the account options and data security pieces of this infrastructure.
MD-100 – Windows 10: Policy-Based Management	As technology evolves from the PC age to the device age, management changes may be required. Discover how to augment policy-based management of group policy with MDM and local policies, as many GPO settings are not available on all devices.
MD-100 – Windows 10: Configure	In the always-on, always-connected World we live in today, not being able to connect to the network will stop you in your tracks. Explore various ways to securely connect your mobile devices.
Understanding Bots: Amazon Alexa Skills Development	Explore the AWS Alexa Skills Kit, including the use of invocations, intents, utterances, and slots. Testing with Alexa Simulator and Echosim is also covered.
REST API with Java: Spring Boot with Java	Explore Spring Boot with Java, including Spring Initializr, Spring Boot Dashboard, projects in STS, RESTTemplate, unit testing with Spring Boot , auto-configuration, and Spring Boot Developer Tools.
REST API with Java: REST APIs with POSTMAN & CRUD	Discover how to use POSTMAN to execute APIs, verify REST Controllers, test RESTful API, and implement CRUD functionality.
Vue.js: Getting Started	Vue.js is a modern front-end framework for rapidly building web apps. Discover how to create a Vue app from scratch, use the Vue CLI, and work with the Vue instance.
Certified Information Systems Auditor (CISA) 2019: Information System Auditing	Discover the keys to conducting a successful audit - the nature of a business, its driving processes, and its underlying IT solutions. Examine controls and audit reporting in preparation for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: IT Management Frameworks	Explore how IT management frameworks provide a structured approach to managing and auditing IT assets and how risk assessments often drive the IS audit in preparation for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: Data Privacy & Risk	Discover how assessing IT asset risks and applying appropriate data privacy standards helps keep sensitive data from unauthorized entities in preparation for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: PKI & Data Protection	Explore how PKI provides a hierarchy of digital security certificates used to secure data and authenticate users and devices and how data is protected with encryption and file integrity verification, as you prepare for the CISA exam.
Developing a Team of Creative Gurus	In this course, you will learn techniques for developing a team of "creative gurus" — team members who excel at generating innovative ideas. You will learn ways to assemble your team, generate creative ideas, overcome barriers to team creativity, and foster a creative workplace.
New Project Manager Essentials	For the new project manager, the essentials — what you need to know to undertake your new responsibilities - are not always obvious. Project management involves a lot of moving parts.
Defining a Project Scope and Team	Prior to begining any project — before you plan the budget or create the schedule — you need to develop a clear vision for what the project is to achieve and how it will achieve it. That involves clarifying what stakeholders expect to see in the end, all the tasks that will need to be carried out, the resources you will need, and who will be doing the work. These are your project scope and the project team required.
Creating a Project Schedule and Budget	As a project manager, once your project scope has been clearly defined, it's time to estimate and plan. Drawing on information from the initiation phase, you must now determine how much time and money will be required to meet objectives and complete the project.
Understanding the Digital Customer	Today's digital customer is a new breed, no longer easily defined by age or generation. They are digital natives, online savvy, and using multiple channels to conduct their day to day affairs.
Optimizing the Customer Experience	Today's customer is a new breed, often a digital native who spends much of their time online in the digital world. They have different priorities and expectations than generations of customers past.
Serving Digital Customers with	Offering an omnichannel customer experience (CX) is a must in today's digital world, but implementing it comes at a cost.
Design Thinking for Innovation: Stakeholder Engagement	Engaging directly with stakeholders increases empathy and helps identify motivations and unmet needs, enabling the creation of successful solutions. In this course, you'll learn how to identify and interact with key stakeholders and communicate their point of view through effective design thinking methods.
Adobe Connect Meetings: Sign-in & Setup	Adobe Connect web conferencing software provides a wealth of collaborative features. Learn how to sign in and out, explore and configure the interface, manage your account, and add users and groups to your network.
Adobe Connect Meetings: Organizing & Hosting Meetings	Get the most out of Adobe Connect meetings by learning how to plan, host, and join a meeting. In addition, explore using chat, launching audio and video, inviting and managing participants, and customizing and administrating a meeting room.

Course	Description
Adobe Connect Meetings: Meeting Tools	Add some interactivity to your meetings using Adobe Connect features. Learn to manage, sort, and record a meeting, and share and annotate your screen. In addition, explore using the Q&A function, whiteboard, polls, and document library.
Adobe Photoshop Elements 13: View Tools	Get started with Photoshop Elements 13! Learn how to use Organizer mode to find, view, and organize your photos, customize the interface and display modes, and work on multiple documents at the same time.
Adobe Photoshop Elements 13: Importing Photos & Preparing the Workspace	Learn how to work with photos in Photoshop Elements 13! Here we show you how to import and edit photos, use the editing history and zoom features, work with documents, and reorganize your workspace.
Adobe Photoshop Elements 13: Organizing, Finding & Sorting Photos	Keep your photos organized! Learn how to sort, filter, display, search for, and delete photos, create and sort photo albums and stacks, work with catalogs, use tags and the facial recognition tool, and view and edit photo information.
Adobe Photoshop Elements 13: Organizing, Finding & Sorting Photos	You will probably want to share your photos with others. Learn how to use Photoshop Elements 13 to save and print your photos, various ways to export your photos, and how to share your photos via email and on social networks.
Adobe Photoshop Elements 13: Creating Slideshows & Collages	Discover presentation techniques for showing your photos. Learn how to use Photoshop Elements 13 to create and customize photo collages, albums, and slideshows, add audio to slideshows, and create calendars and greeting cards.
Adobe Photoshop Elements 13: Photo Editing	Photoshop Elements 13 includes a number of tools for performing basic photo editing. Learn how to retouch your photos, adjust colors, add photo information, crop and resize photos, and apply artistic filters.
Adobe Photoshop Elements 13: Advanced Photo Editing	In addition to basic editing tools, Photoshop Elements 13 includes various advanced tools. Learn how to use these tools, including how to rotate and transform images, create and use layers, and use the Photomerge tool.
Adobe Photoshop Elements 13: Adding Shapes & Text to Photos	Photoshop Elements 13 contains a library of elements that you can add to your documents. Learn how to select, edit, move, and delete elements, work with shapes and colors, and insert text.
Adobe Premiere Elements 13: Getting Started	Premiere Elements 13 is a video editing software application from Adobe. Here you'll explore the interface, learn how to open a project, customize the workspace and keyboard shortcuts, and manage your hard drive space.
Adobe Premiere Elements 13: Importing Files & Setting Up a Project	To start editing with Premiere Elements 13, you need to first add files to a project. Learn how to import, filter, sort, and organize your files, save a project, and view and navigate through your movie.
Adobe Premiere Elements 13: Trimming & Editing a Video	Premiere Elements 13 includes a number of tools to help you edit your movies. Learn how to use markers, work with tracks, and use the built-in Smart Trim, Instant Movie, and Video Story tools.
Adobe Premiere Elements 13: Adding Video Effects	Enhance your videos in Premiere Elements 13 by adding visual effects! Learn how to work with fast and slow-motion effects, and pan and zoom effects. We also cover how to transform your movie to a cartoon, and add a title and credits.
Adobe Premiere Elements 13: Project Audio Settings	Learn how to improve the audio in your movies using Premiere Elements 13. Here we show you how to work with audio tracks, music scores, and sound effects, link and unlink audio and video tracks, and create a narration track.
Adobe Premiere Elements 13: Exporting & Sharing Videos	With your editing done, you are ready to share your video! Learn how to use Premiere Elements 13 to render your video, add a title and menu markers, create a DVD menu, export your movie, and share your movie on social media sites.
Microsoft Dynamics 365: Keeping Track of Activities	Microsoft Dynamics 365 Sales offers tools that can help you stay organized in your daily activities. Discover how to create and manage tasks and events, use the calendar and bulk email functionalities, and manage posts, notes, and documents.
Google Drive: Working More Efficiently	Google Drive has a load of great features for improving how you create and manage documents. You can speed up document creation with the new domain name shortcuts, get access to your other Google services without leaving the Drive interface, and use Offline mode to make sure that you can still edit documents, even when your connection drops. You'll also discover the new Priority view and workspaces, giving you intelligent suggestions on documents that are most relevant to you, and helping you manage your work more efficiently.
Google Hangouts Meet: Using Hangouts Meet for Android	With the Meet app for Android, you can schedule and join your Google meetings, even when on the go. Find out how to sign in and use the app, how to start a new meeting, and how to use the conversation tools once everyone has joined.
Inbox by Gmail: Working with Email	Inbox by Gmail keeps your email and accounts organized. Discover how to work with email using Inbox, from the interface to email settings.
Inbox by Gmail: Sending Emails	Inbox by Gmail makes it easy to create and send emails. Discover everything you need to know about sending emails using Inbox, from creation andÂ formatting to adding attachments andÂ hyperlinks.
Inbox by Gmail: Managing Inboxes	Keep your emails organized using Inbox by Gmail. DiscoverÂ how to find, mark, delete, and organize emails, as well as how to manage bundles andÂ junk email.
Inbox by Gmail: Managing Contacts	Managing contacts is simple with Inbox by Gmail. Discover how to work with contacts in Inbox, from creation andÂ editing to importing andÂ exporting.
Access 2010: Working with Databases	An Access 2010 database allows you to store data for a variety of different purposes. Discover how to create a database, use and customize the interface, modify default navigation settings, and adjust program settings.
Access 2010: Saving, Protecting, & Exporting Databases	In order to get the most out of Access 2010, you need to understand how to use it. Discover how to save, protect, back up, and export data. Also, learn how to share a table via email.
Access 2010: Understanding Tables, Fields, & Entries	Within a database, data is stored and organized in tables. Discover how to create and manage tables, insert and edit fields and field properties, link table data, and manage relationships in Access 2010.
Access 2010: Inserting, Importing, & Formatting Data	Once you've created fields in Access 2010, you can begin entering and formatting data. Discover how to add and format data, create dropdown menus, configure data validation, use external data, import an address book, and create labels.
Access 2010: Finding & Organizing Data	Organize data for better analysis. Explore sorting and filtering, locating and replacing data values, editing database indexes, and finding duplicates in an Access 2010 database.
Access 2010: Creating Forms & Queries	A form provides an interface where you can insert data into multiple fields from multiple tables via a single screen. Discover how to create and customize forms, and create queries in Access 2010.
Access 2010: Report & Analysis Tools	A PivotTable can be used to change how data is visualized and help with analyzing database records. Discover howÂ to create and use PivotTables and PivotCharts, and useÂ database reporting and cleanup in Access 2010.
Access 2013: Working with Databases	Make the most of Access 2013 by learning the basics of database creation. Explore the interface; learn about default navigation settings; and discover how to customize the interface, Quick Access Toolbar, and ribbon.
Access 2013: Saving, Printing, & Exporting Databases	Data is key for any database application, and you'll want to be able to save, protect, and share it. Discover how to save data, protect your database, print database items, export a database, and send tables via email in Access 2013.
Access 2013 (Windows): Understanding Tables, Fields, & Entries	Before creating your database in Access 2013, it is a good idea to have an understanding of how it is structured. Learn about working with tables and fields, as well as formatting, editing, data relationships, and object dependencies.
Access 2013: Inserting, Importing, & Formatting Data	After creating tables and fields, you're ready to add and format your data. Learn how to insert and format table data, create dropdown menus and validation rules, use external data, import address books, and create labels in Access 2013.
Access 2013: Finding & Organizing Data	Adjust how you view and analyze your data by learning about the sorting and filtering features in Access 2013. Explore locating and replacing values, editing indexes, and finding duplicates.
Access 2013: Creating Forms & Queries	In Access 2013, forms can simplify the process of data entry and queries allowing you to return information based on specified criteria. Learn about creating and customizing forms, as well as creating queries and calculations.
Access 2013: Report & Analysis Tools	In Access 2013, a report can be used to present information that has been extracted from a database. Discover how to create a quick, database, and automatic reports. Also, explore methods of cleaning up and analyzing databases.
Access 2016: Working with Databases	Access 2016 is the database application in the Microsoft Office 2016 suite. Discover how to open existing databases and create new ones, and learn how you can customize the interface, including the Quick Access Toolbar and ribbon.
Access 2016: Saving, Printing & Exporting Databases	Data is key for any database application, and you'll want to be able to save, protect, and share it. Discover how to save data, protect your database, print database items, export a database, and send tables via email in Access 2016.
Access 2016: Tables, Fields, & Entries	To get the most out of Access 2016, you need to understand the structure and main elements of a database. ExploreÂ tables, primary keys, and relationships, and discover how to format and edit both fields and field properties.
Access 2016: Inserting, Importing, & Formatting Data	There is little value in an empty database table. Learn how to enter and import data, change formatting settings, create dropdown menus, enforce data validation, and create labels with your data.
Access 2016: Finding & Organizing Data	As your tables get larger, it gets harder to locate specific data. Discover how to sort and filter data, edit Â indexes, search for data, and locate duplicate values and records.
Access 2016: Creating Forms & Queries	Forms in Access 2016 are designed to help you visualize records and create new data entries more easily. DiscoverÂ different ways to create and customize forms, and create and work with queries.
Access 2016: Using the Report & Analysis Tools	For data to be useful, it must be accurate and presented in a meaningful way. Learn how to use the Access 2016 tools to create and customize reports, and to analyze and clean your data to help ensure data integrity.
Delve for Office 365: Signing in & Setting Up	Delve, part of Microsoft Office 365, lets you access documents shared on OneDrive, SharePoint, or shared by your contacts. DiscoverÂ how to access and use Delve, and how you can customize its interface, your profile, and notifications.
Delve for Office 365: Finding & Sharing Information	One of the main benefits of Delve is you can share information with others. Discover how to locate and share your documents directly in Delve or via email links, and learn how to share and view contact profiles and information.
Excel 2010: Getting Started	Get started with Excel 2010, and explore the interface. Discover tools, the zoom function, view modes, and how to navigate between multiple documents.
Excel 2010: Saving & Sharing Workbooks	There are numerous ways to set up a document in Excel. Discover how to save, share, and manage your documents with Excel 2010.
Excel 2010: Manipulating Data	It's possible to manually edit data in Excel; however, this can become tedious, especially with a lot of data. Work smarter, not harder, by exploring various methods for efficiently and effectively inserting and manipulating data in Excel.
Excel 2010: Formatting Data	You can make your data more meaningful by changing its appearance in the spreadsheet. Discover how to set data type, format data using colors and themes, work with tables and titles, and insert borders in your Excel spreadsheet.
Excel 2010: Custom & Conditional	In addition to the formats built into Excel, you can also use custom formats. Discover how to create and use custom date, time, number, and formats, and work with conditional formatting in Excel.
Excel 2010: Illustrating Documents	There are numerous elements you can add to improve the appearance of your Excel documents. Discover how to work with images, photos, screenshots, shapes, diagrams, and hyperlinks.
Excel 2010: Finding, Sorting, & Filtering Data	In large spreadsheets, it is not always easy to locate the data you need. Discover the tools in Excel to find, replace, sort, and filter data. Also, learn how to create an outline, freeze panes, and hide duplicate values.
Excel 2010: Referencing Data	To use the contents of a cell, you must know how to reference that cell. Explore absolute and relative cell referencing, and discover how to work with named data ranges, formula auditing tools, and formula error messages in Excel.
Excel 2010: Basic Formulas	The Function Library in Excel contains a large number of ready-to-use formulas. Discover how to work with both basic formulas and conditional formulas to extract the values you need.
Excel 2010: Working with Formulas	Excel includes tools and formulas for solving more advanced problems. Discover how to calculate loan interest, solve problems, and prevent duplicate values.
Excel 2010: Charts & Graphics	Using charts is an effective way to present data in your Excel spreadsheet. Discover how to insert, format, and customize different chart types in Excel, and how to insert and work with trendlines.
Excel 2010: PivotTables & PivotCharts	A PivotTable is one of the most powerful and intimidating features in Excel. Discover how to get the most out of a PivotTable or PivotChart to help you summarize and extract information from your data.
Excel 2010: Conditional Formulas	Excel includes a number of formulas for extracting information from data. Discover how to use a number of these formulas, translate data, and keep tables up-to-date in Excel.
Excel 2010: Extracting Information with Formulas	Excel 2010 is a highly customizable application. Discover how to extract information with formulas, cross reference data lists, insert data automatically, and more.
Excel 2010: Configuring Excel	Excel can be customized to suit the user's preferences and work habits. Discover how to adjust the input options, document view settings, interface, ribbon, and Quick Access toolbar.
Excel 2013: Getting Started	Before starting to work in Excel 2013, it's important to learn about the interface and its features. Explore the interface, and learn about the zoom function, view modes, and how to move between workbooks.
Excel 2013: Creating, Saving, & Exporting Workbooks	Learn the basics of working with Excel 2013, including creating workbooks, using templates, saving, adding headers and footers, adjusting print options and printing, editing workbook properties, and protecting a workbook.
Excel 2013: Sharing & Exporting Workbooks	Easily share spreadsheets with colleagues using Excel 2013 collaboration features. Discover how to share workbooks via email, OneDrive, and Office 365; publish workbooksÂ online, and use comments and track changes.
Excel 2013: Manipulating Data	Learn the basics of working with data in Excel 2013, including selecting cells, inputting data, undoing and redoing actions, filling, spellchecking, copy and pasting, moving data to another worksheet, and consolidating data.
Excel 2013: Formatting Data	Excel 2013 provides numerous features that allow you to display data in a visually appealing way. Learn how to format and align data, use colors and themes, create titles and tables, resize and insert columns and rows, and add borders.
Excel 2013: Custom & Conditional Formatting	Excel 2013 is highly customizable when it comes to formats. Learn how to customize number, text, and date and time formats; create conditional formats; use conditional formatting tools; and apply color to the first new entry in a list.

Course	Description
Excel 2013: Illustrating Documents	Excel 2013 includes some built-in features for working with images and allows you to link inside and outside of a workbook. Learn how to insert images and screenshots into a workbook, edit an image, and insert a hyperlink.
Excel 2013: Finding, Sorting, & Filtering Data	You can easily find specific data and format how data displays in Excel 2013. Learn how to use the Find and Replace tools, sort and filter data, and hide duplicate values. Explore freezing panes, grouping items, and creating an outline.
Excel 2013: Referencing Data	Increase your Excel 2013 mastery by learning about referencing cells, using data across worksheets, absolute and relative references, and named ranges. In addition, explore automatic updates, formula auditing, and formula errors.
Excel 2013: Basic Formulas	Get the most out of Excel 2013 by learning about formulas, functions, and totals. Explore using the function library, using automated formulas, inserting subtotals, ranking values, converting number types, and creating random values.
Excel 2013: Working with Formulas	Learn how to use Excel 2013 for common tasks like calculating the interest on a loan, reaching a target value, solving problems, creating automatic reports, as well as finding, visualizing, and preventing duplicate values.
Excel 2013: Charts & Graphics	Display your data visually using Excel's built-in charting features. Learn how to insert, label, and format a chart; create various types of charts; combine types of charts; create comparative charts; and insert and customize trendlines.
Excel 2013: PivotTables & PivotCharts	Analyze data efficiently using Excel 2013. Discover how to work with PivotTables, including formatting, sorting, filtering, grouping, and using slicers. In addition, explore how to insert, modify, and analyze using PivotCharts.
Excel 2013: The Power View Add-in	Power View allows you to create reports you can use to extract, analyze, and present data contained in the different tables in your workbook. Learn how to use Power View, including creating and formatting reports and creating relationships.
Excel 2013: The Power Pivot Add-in	Power Pivot allows you to create advanced PivotTables and PivotCharts in Excel 2013. Discover how to work with Power Pivot, so you can analyze data from a variety of sources.
Excel 2013: Extracting Information with Formulas	You can use formulas to extract and analyze data in your spreadsheet. Discover how to use the MAX, MIN, LARGE, and SMALL formulas, and work with VLOOKUP to cross-reference the contents of two lists.
Excel 2013: Configuring Excel	Excel can be customized to suit the user's preferences and work habits. Discover how you can adjust the input options, document view settings, interface, ribbon, and Quick Access Toolbar.
Excel 2016: Getting Started	Excel 2016 is the spreadsheet application in the Microsoft Office 2016 suite. Explore the interface and some of its features, including the ribbon, status bar, zoom, and various view modes.
Excel 2016: Creating, Saving & Sharing Workbooks	Excel 2016 is highly customizable and easy to share with others. Learn how to create, manage, and save documents; insert headers and footers; edit document properties; and protect and share your workbooks.
Excel 2016: Inserting & Manipulating Data	Excel 2016 contains a number of features to aid in data insertion and manipulation. Explore numerous ways to insert, edit, and manipulate your data, including undo and redo, Flash Fill, spell check, and transposing a data range.
Excel 2016: Formatting Data	Formatting data makes it easier to see and work with. Discover how you can align data, use colors and themes, resize rows and columns, and insert tables and borders in Excel 2016 to change data presentation.
Excel 2016: Custom & Conditional Formatting	To customize data, you can use the built-in formats in Excel 2016, or you can use your own. Learn how to create custom formats for numbers, text, and date and time, as well as how to create and use conditional formatting.
Excel 2016: Illustrating Documents	An Excel 2016 worksheet can contain more than just numbers and text. Discover how to insert and edit images, screenshots, and shapes; insert hyperlinks; and use the new Smart Lookup feature.
Excel 2016: Finding, Sorting & Filtering Data	Excel 2016 includes a number of methods for locating and displaying only certain entries. Learn how to work with specific data using the Find and Replace tools, sorting and filtering, hiding duplicates, and grouping.
Excel 2016: Referencing Data	Many times, you will use a cell value in a formula or another location. Discover absolute and relative cell references, using data across multiple worksheets, formula auditing, and interpreting formula errors in Excel 2016.
Excel 2016: Basic Formulas	The power of Excel 2016 is the support provided for using formulas on your data. Learn how to work with formulas, including built-in formulas such as SUM and COUNT, perform rounding and ranking, and generate random numbers.
Excel 2016: Working with Formulas	In addition to simple formulas, Excel 2016 has the power to solve more complex calculations. Explore how to calculate loan interest and payments, use the Goal Seek and forecast tools, and find and prevent duplicate values.
Excel 2016: Creating Charts & Graphics	Analyze and present your data in a visually attractive manner in Excel 2016. Learn how to insert and customize charts, create chart templates, work with different chart types, and use trendlines.
Excel 2016: Creating PivotTables & PivotCharts	Excel 2016 includes powerful tools to summarize, sort, count, and chart data. Learn how to create, edit, and format PivotTables and PivotCharts; use calculations; sort, filter, and group data; and work with a slicer.
Excel 2016: Using the Power View Add-in	You can use the Power View add-in to create reports in Excel 2016. Discover the capabilities of Power View, including illustrating and organizing reports, filtering data, and adding PivotTables and charts to reports.
Excel 2016: Using the Power Pivot Add-in	You can create advanced PivotTables and analyze data from a variety of different sources using the Power Pivot add-in for Excel 2016. Learn how to use Power Pivot to import databases, create and modify tables, and create a dashboard.
Excel 2016: Using Conditional Formulas	In some cases, you may need to create formulas using data based on specific criteria in your range. Learn how to create and work with conditional formulas in Excel 2016, including SUMIF, SUMIFS, and SUMPRODUCT.
Excel 2016: Extracting Information with Formulas	Excel 2016 has a number of formulas for extracting both numeric and textual data from cells. Discover how to use some of these formulas, including MONTH, DAY, YEAR, MAX, MIN, CONCATENATE, SEARCH, LEN, LOOKUP, and VLOOKUP.
Excel 2016: Configuring Options & Settings	Get more out of Excel 2016 by customizing it to your own needs. Learn how to manage your account, connected services, and add-ins; configure input and formula options; and customize the interface, ribbon, and Quick Access Toolbar.
Excel 2016: Using Excel 2016 with Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install Excel 2016 and get the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using Excel 2016 include streamlined document management, annotation, and share interfaces, additional PivotTable configuration tools, and icon insertion capabilities.
Excel 2019: Finding & Grouping Data	Excel 2019 includes a number of methods for locating, displaying and manipulating data entries. Learn how to work with specific data using the Find and Replace tools, and manipulate data with the Group and Outline tools.
Excel 2019: Sorting & Filtering Data	The first step in analyzing the data in a worksheet is often with Excel's sorting and filtering tools. These tools help you to control what is displayed in your data range, and how the values are organized. See how to perform basic and more advanced sort operations, filter data using the Filter and column header tools, and manage color-tagged and duplicate entries.
Excel 2019: Referencing Data	Many times, you will use a cell value in a formula or another location. Discover absolute and relative cell references, using data across multiple worksheets, and formula auditing in Excel 2019.
Excel 2019: Forecasting & Solving Problems	Go further with you Excel document through understanding potential formula errors, use intelligent data types, set goals to reach targets as well as problem solve with the solver and Forecast tools offered by Excel 2019.
Excel 2019: Creating Charts & Graphics	Analyze and present your data in a visually attractive manner in Excel 2019. Learn how to insert and customize charts, create chart templates, work with different chart types, and use trendlines.
Excel 2019: Working with Different Chart Styles	Excel offers a huge variety of different chart types and styles for presenting and analyzing your data in attractive and interesting ways. Learn how to insert, format, and manipulate Pie, Radar, Scatter, Bubble, Map, and Combo charts.
Excel 2019: Working with Excel Tables	Excel tables are a useful tool for quickly managing, analyzing, and manipulating data in a range. Once configured as a table, you can easily sort, filter, and perform calculations on your data as well as change its appearance and formatting.
Excel 2019: Inserting PivotTables	Excel includes powerful tools to summarize, sort, count, and chart data. Learn how to create, edit, and format PivotTables, sort, filter, and group data, and work with slicers and timelines.
Excel Office 365: Finding & Grouping Data	Excel for Office 365 includes a number of methods for locating, displaying and manipulating data entries. Learn how to work with specific data using the Find and Replace tools, and manipulate data with the Group and Outline tools.
Excel Office 365: Referencing Data	Many times, you will use a cell value in a formula or another location. Discover absolute and relative cell references, using data across multiple worksheets, and formula auditing in Excel for Office 365.
Excel Office 365: Forecasting & Solving Problems	Go further with you Excel document through understanding potential formula errors, use intelligent data types, set goals to reach targets as well as problem solve with the solver and Forecast tools offered by Excel for Office 365.
Excel Office 365: Creating Charts & Graphics	Analyze and present your data in a visually attractive manner in Excel for Office 365. Learn how to insert and customize charts, create chart templates, work with different chart types, and use trendlines.
Excel Office 365: Working with Different Chart Styles	Excel offers a huge variety of different chart types and styles for presenting and analyzing your data in attractive and interesting ways. Learn how to insert, format, and manipulate Pie, Radar, Scatter, Bubble, Map, and Combo charts.
Excel Office 365: Working with Excel Tables	Excel tables are a useful tool for quickly managing, analyzing, and manipulating data in a range. Once configured as a table, you can easily sort, filter, and perform calculations on your data as well as change its appearance and formatting.
Excel Office 365: Inserting PivotTables	Excel includes powerful tools to summarize, sort, count, and chart data. Learn how to create, edit, and format PivotTables, sort, filter, and group data, and work with slicers and timelines.
Excel Office 365: Working with Data in PivotTables	Once your Excel PivotTables have been created you'll need to know how to manage and work with the data contained within. See how to analyze, calculate, collaborate and more with Excel PivotTables.
Excel Office 365: Configuring Options & Settings	Get more out of Excel by customizing it to your own needs. Learn how to manage your account, connected services, and add-ins; configure input, template, and formula options; and customize the interface, ribbon, and Quick Access Toolbar.
Internet Explorer 11: Browsing the Web	Internet Explorer is Microsoft's web browser built into certain versions of Windows. Discover how to browse the web with Internet Explorer 11, from multiple windows and tabs to downloading files and keyboard browsing.
Internet Explorer 11: Searching the Web	Improve your web searching abilities with Internet Explorer 11. Discover how to use and customize the search box, and use and configure accelerators.
Internet Explorer 11: Saving & Bookmarking Websites	It's easy to save and bookmark websites with Internet Explorer 11. Discover how to save and bookmark sites, from printing and bookmarking to browser history and RSS feeds.
Internet Explorer 11: Secure & Safe	Browse securely and safely with Internet Explorer 11. Explore different features, including password storage, popup blocking, data protection, and parental controls that will increase security.
Internet Explorer 11: Customizing the Browser	Improve your browsing experience by customizing Internet Explorer 11. Discover how to customize Internet Explorer, including home page customization, browser appearance, and importing and exporting data.
InfoPath 2010: Creating & Sharing Forms	Microsoft InfoPath is a software solution that lets you design and distribute electronic forms with structured data. Discover how to create and share forms, from adding structure to publishing.
Lync 2013: Getting Started	Lync 2013 is an integrated communication solution that provides instant messaging, video calls, and more. Explore Lync 2013 by delving into the interface and contact management.
Lync 2013: Messages & Calls	There are various ways to communicate with your contacts using Lync 2013. Discover using instant messaging, and voice and video calls.
Lync 2013: Meeting Tools	Lync 2013 includes a number of tools to help make your meetings more productive. Explore these meeting tools, including how to share files and applications, and how to use the whiteboard.
Lync 2013: Configuring the App	You can configure Lync 2013 to meet your personal needs. Discover how to protect your personal data, manage audio and video recordings and alerts, and configure audio and video settings.
Lync 2013: Using the Lync Windows Store	You can download the Lync Windows Store app to use with Windows 8 on a tablet or computer. Discover how to download and use the app, from participating in meetings to communicating with contacts.
Upgrading to Word 2010: Word 2010 Tools	Word 2010 is packed with powerful tools for formatting, searching, and working with charts and images. Explore Word 2010 tools from document formatting to editing image settings.
Upgrading to Word 2010: Migrating from Word 2003 to Word 2010	Migrating from a previous version of Microsoft Word can be made easier by understanding the similarities and differences between versions. Explore documents, styles, and other facets of Word migration.
Upgrading to Excel 2010: Excel 2010 Tools	Excel 2010 offers a number of powerful tools for working with styles, themes, charts, and PivotTables. Explore the various tools found in Excel 2010.
Upgrading to Excel 2010: Migrating from Excel 2003 to Excel 2010	Migrating from a previous version of Microsoft Excel can be made easier by understanding the similarities and differences between versions. Explore Excel's data manipulation, printing, formulas, and problem solving tools.
PowerPoint 2010 Tools	PowerPoint 2010 offers a number of powerful tools for working with presentations, tables, themes, and WordArt. Explore the various tools found in PowerPoint 2010.
Upgrading to PowerPoint 2010: Migrating from PowerPoint 2003 to PowerPoint 2010	Migrating from a previous version of Microsoft PowerPoint can be made easier by understanding the similarities and differences between versions. Explore PowerPoint's print, text, editing, chart, presenting, and animation tools.
OneNote 2010: Working with Notebooks	OneNote is a digital notebook that can be used offline on your computer, or synced to the Internet or local network. Get started with OneNote, from using and configuring the program to creating notebooks and notes.
OneNote 2010: Formatting & Illustrating	Notes in OneNote do not have to contain only plain text. Discover how to format notes; use tags; insert shapes, links, and files; and create video and audio recordings.
OneNote 2010: Organizing, Protecting, & Sharing Notebooks	Keep your notebooks organized using sections. Discover how to work with sections in OneNote, use page templates, and protect and share notes.
OneNote 2013: Creating & Opening Notebooks	OneNote is a digital notebook that can be used offline on your computer, or synced to the Internet or local network. Get started with OneNote, and discover how to create and work with notebooks and templates, and print notes.
OneNote 2013: Creating Notes	OneNote is an integrated, comprehensive, cloud-based note-taking tool. Explore various methods of creating notes, and discover how to insert special characters and bullet lists, format and spell check notes, and change page appearance.

Course	Description
OneNote 2013: Organizing, Protecting, & Saving Notebooks	Keep your OneNote notebooks organized and secure. Discover how to save, back up, and recover notes, export and protect notes, and work with sections to organize notes.
OneNote 2013: Formatting & Illustrating	Notes in OneNote do not have to contain only plain text. Discover how to format notes; use tags; insert shapes, images, links, tables, and files; and create video and audio recordings.
OneNote 2013: Using Collaboration Tools	With OneNote, you can collaborate with others in a number of different ways. Discover how to share notes and notebooks via email, OneDrive, and SharePoint, and how to manage notebook authors.
OneNote 2013: Configuring the Application	Like other Microsoft Office products, OneNote is highly customizable. Adjust OneNote to suit your preferences by customizing your notebook's appearance, including the interface, Quick Access Toolbar, and ribbon.
OneNote 2013: Using the Mobile App	The OneNote mobile app is available via the Windows Store in Windows 8. Discover how to download and install the app, explore the interface, and work with notes, including creating a note with your camera.
OneNote 2016: Creating & Opening Notebooks	OneNote 2016, part of the Microsoft Office suite, lets you quickly take notes and integrates with other Office applications. Get started with OneNote 2016 by learning the tools and interface, and how to create notes and notebooks.
OneNote 2016: Working with Notebooks	Knowing how your notebook is structured is essential to using OneNote 2016 successfully. Explore how notebooks are organized into sections, groups, and pages, giving you complete control over document structure.
OneNote 2016: Creating Notes	Notes in OneNote 2016 are easy to create and can be customized to be more effective. Explore different ways to create notes, work with notes and Outlook, and how to customize notes with bullets, lists, and special characters.
OneNote 2016: Illustrating Notes	Notes in OneNote 2016 do not have to contain text only. Explore ways to illustrate notes, including adding images, screenshots, tables, links, shapes, and audio and video recordings.
OneNote 2016: Using Collaboration Tools	Notes in OneNote 2016 can be shared and edited with others on your team. Discover how to share notes and notebooks via email, OneDrive, and SharePoint, and how to track users adding to your notes or notebooks.
OneNote 2016: Configuring OneNote	OneNote 2016 can be configured to suit your personal preferences. Discover how you can customize the OneNote 2016 interface, ribbon, Quick Access Toolbar, and display mode, as well as how to customize the appearance of your notebooks.
Outlook 2010: Getting Started	Get started with Outlook 2010. Discover how to install and configure an email account, and explore the interface, including the Office ribbon, view panes, and Notes function.
Outlook 2010: Sending & Receiving Email	Discover how to work with email in Outlook 2010. Learn how to read, send, reply to, forward, and print emails; save drafts; work with attachments; adjust send options; and create a mailout, automatic reply, and out-of-office reply.
Outlook 2010: Adding Graphics to Email	There are a number of elements that you can insert into your email. Discover how to insert and format images, shapes, tables, charts, and SmartArt graphics, and how to insert hyperlinks and documents in the body of your emails.
Outlook 2010: Organizing Email	It's important to keep your email organized. Explore a number of organizational methods in Outlook 2010 that can help you, including how to tag, flag, sort, and filter emails; create and use folders; and handle junk email.
Outlook 2010: Contact Tools	To get the most out of your address book in Outlook 2010, you need to know how to use the People component. Discover how to add and organize contacts, create contact groups, and customize and print your address book.
Outlook 2010: Calendar Tools	Explore the calendar in Outlook 2010, and create events, organize meetings, and manage multiple calendars. In addition, discover how to create, assign, organize, and customize tasks.
Outlook 2010: Configuring the Client	The Outlook 2010 client is highly customizable. Discover how to add multiple accounts, work with RSS feeds, customize the interface, import Outlook items, and export and import data.
Outlook 2013: Getting Started	Get started with Outlook 2013. Discover how to install and configure an email account, and explore the interface, including the Office ribbon, view panes, and Notes function.
Outlook 2013: Sending & Receiving Email	Discover how to work with email in Outlook 2013. Learn how to read, send, reply to, forward, and print emails; save drafts; work with attachments; adjust send options; and create a mailout, automatic reply, and out-of-office reply.
Outlook 2013: Formatting Email	Outlook 2013 offers a wide range of formatting features that can be applied to emails. Learn how to work with text, text styles, style sets, bullet lists, and templates; use spell check and AutoCorrect; and manage signatures.
Outlook 2013: Illustrating Email	There are a number of elements that you can insert into your emails. Learn how to insert and format images, shapes, tables, charts, and SmartArt graphics, and how to insert hyperlinks and documents in the body of emails.
Outlook 2013: Organizing Email	It is important to keep your emails organized. Explore a number of organizational methods in Outlook 2013 that can help you, including how to tag, flag, sort, and filter emails; create and use folders; and handle junk email.
Outlook 2013: Contact Tools	To get the most out of your address book in Outlook 2013, you need to know how to use the People component. Learn how to add and organize contacts, create contact groups, and customize and print your address book.
Outlook 2013: Configuring the Client	The Outlook 2013 client is highly customizable. Learn how to add multiple accounts, work with RSS feeds, customize the interface, import Outlook items, and export and import data.
Outlook 2016: Setting Up	Outlook 2016 is the email client that ships with the Microsoft Office suite. Discover how to configure an account, explore the interface and available tools, access help, and use keyboard shortcuts to help you save time.
Outlook 2016: Sending & Receiving Email	Outlook 2016 makes it easy to send and receive emails. Learn how to send, receive, reply to and forward emails; work with attachments; create out-of-office and automatic replies; and print emails.
Outlook 2016: Formatting Email	There are numerous formatting techniques that can be applied to Outlook 2016 emails. Discover how to format text, use lists, work with styles and templates, and manage signatures.
Outlook 2016: Illustrating Email	Outlook 2016 emails do not have to contain text only. Explore ways to illustrate your emails, including adding images, links, shapes, WordArt and SmartArt graphics, tables, charts, polls, and objects.
Outlook 2016: Organizing Email	To be productive, you need to keep your Outlook 2016 emails organized. Explore how to mark, flag, categorize, filter, and sort emails; use conversations and folders; use conditional formatting; and handle junk email.
Outlook 2016: Contact Tools	Outlook 2016 makes it easy to keep track of people you connect with. Discover how to add, import, export, and categorize contacts; create and manage groups; and configure your address book.
Outlook 2016: Calendar Tools	Keep track of events, meetings and appointments in Outlook 2016 using the calendar function. Discover how to configure your calendar; create and organize events and meetings; add, import, and export calendars; and work with tasks.
Outlook 2016: Configuring the Client	Customize Outlook 2016 to make it your own. Learn how to add multiple accounts; work with RSS feeds; customize the interface, ribbon, and Quick Access Toolbar; and use the import and export function.
Outlook 2016: Using Outlook 2016 with Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install Outlook 2016 and get the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using Outlook 2016 include a streamlined attachment interface and the Focused Inbox, for faster, more efficient email management.
Microsoft PowerPoint 2016 for Mac: Using Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install PowerPoint 2016 on your Mac computer, and get all the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using PowerPoint 2016 for Mac include streamlined document management and collaboration tools, a QuickStarter tool to simplify deck creation, and an AutoSave feature.
PowerPoint 2010: Getting Started	Get started with PowerPoint 2010. Learn how to access the application to create and open documents, explore the interface and presentation views, and learn how to navigate between slides and presentations.
PowerPoint 2010: Creating Presentations	A properly structured PowerPoint presentation can make it more effective. Work with slides and templates, use the slide layout and outline view, and discover how to work with the Slide Master view and master slides.
PowerPoint 2010: Saving & Sharing Presentations	PowerPoint presentations can be saved and shared with others in a number of ways. Explore various methods for saving, exporting, and sharing your presentations.
PowerPoint 2010: Organizing Presentation Assets	PowerPoint lets you insert various elements on your slides. Discover how to use the available tools for manipulating and organizing these elements in your presentation.
PowerPoint 2010: Inserting & Manipulating	In most cases, your PowerPoint slides will contain text. Discover how to work with text, including inserting text, using the spelling and grammar tools, and using the find and replace functions.
PowerPoint 2010: Formatting Presentations	Make your PowerPoint presentation more visually appealing. Discover how to modify text, create titles, work with color, insert bullets and lists, alter slide backgrounds, and use themes.
PowerPoint 2010: Illustrating Presentations	Text is not the only thing that you can include on your PowerPoint slides. Discover how to insert and edit images, multimedia files, and tables; create bookmarks and photo albums; and work with equations.
PowerPoint 2010: Creating Graphics &	You can make slide information easier to understand by adding graphics. Learn how to work with SmartArt graphics, shapes, effects, and charts in your PowerPoint presentations.
PowerPoint 2010: Adding Animation	Adding animations to your PowerPoint presentations can make them visually more appealing and entertaining. Discover how to add, insert, create, and manage animations, and use transitions between slides.
PowerPoint 2010: Delivering Slideshows	Once you have completed your PowerPoint presentation, you are ready to present it. Learn how to use the Slide Show mode and tools, create custom slide shows, insert action buttons, and use the notes section.
PowerPoint 2010: Configuring PowerPoint	As with other Office applications, PowerPoint 2010 is highly customizable. Discover how to adjust a number of elements, including the interface, Quick Access Toolbar, ribbon, and save and language settings.
PowerPoint 2013: Getting Started	Creating stunning presentations with PowerPoint that will captivate your audiences is a snap. Explore the PowerPoint interface, and discover how to work with slides.
PowerPoint 2013: Creating Presentations	Build your slide deck from scratch, or use themes and templates to get a head start. Discover how to create presentations, manipulate slides, use views, work with themes and templates, and much more.
PowerPoint 2013: Saving, Exporting, & Sharing Presentations	Once your presentation is done, you can save, export, and share it. Discover how to save and share presentations, export to a PDF, protect and print documents, and more.
PowerPoint 2013: Inserting & Manipulating	PowerPoint 2016 presentations contain two key elements: graphics and text. Discover how to insert and manipulate text, work with special characters, use undo and redo, work with AutoCorrect, and more.
PowerPoint 2013: Formatting Presentations	Presentations are more effective when having visual impact. Discover how to format presentations, add color, align text, create titles, use themes, and more.
PowerPoint 2013: Illustrating Presentations	A picture speaks a thousand words. Discover how to illustrate presentations, edit images, create photo albums, use audio and video, work with tables, and more.
PowerPoint 2013: Organizing Presentation Assets	Your presentation needs to be tweaked to make it just right. Discover how to organize presentation assets, use the clipboard, manipulate items, group and ungroup, and more.
PowerPoint 2013: Creating Graphics & Diagrams	With PowerPoint 2016's graphics tools, you can add visual impact to your presentations. Discover how to create graphics and diagrams, work with custom shapes, format shapes and charts, work with SmartArt, and more.
PowerPoint 2013: Adding Animation	Adding animations to your PowerPoint presentations can make them visually more appealing and entertaining. Discover how to add, insert, create, and manage animations, and use transitions between slides.
PowerPoint 2013: Preparing & Delivering Slideshows	With slideshows, it's all about the delivery. Discover how to prepare and deliver slideshows, use the speaker's notes section, and more.
PowerPoint 2013: Sharing Presentations	Collaborate with others to create stunning PowerPoint presentations. Discover how to share presentations, present online, comment on documents, and more.
PowerPoint 2013: Configuring PowerPoint	As with other Office applications, PowerPoint 2010 is highly customizable. Discover how to configure PowerPoint, customize the interface, and more.
PowerPoint 2016: Getting Started	PowerPoint is the presentation application that is included with Microsoft Office 2016. Discover how to locate and open the application, explore the interface tools and menus, and navigate between slides and presentations.
PowerPoint 2016: Creating Presentations	Create your slides, and finesse them like a pro. Discover how to use themes, create and manipulate slides, and work with slide elements.
PowerPoint 2016: Saving & Sharing Presentations	Once your presentation is done, you can save, export, and share it. Explore the methods for saving, backing up, exporting, and protecting PowerPoint 2016 presentations.
PowerPoint 2016: Inserting & Manipulating	PowerPoint 2016 presentations contain two key elements: graphics and text. Discover how to manipulate text like a pro.
PowerPoint 2016: Formatting Presentations	Presentations with visual impact are the key to a great talk. Explore the many ways you can polish your PowerPoint 2016 presentation, from working with color and WordArt to paragraphs, lists, themes, and backgrounds.
PowerPoint 2016: Illustrating Presentations	A picture speaks a thousand words, but why stop there? Explore the graphic elements of PowerPoint, from working with images to audio and video files, hyperlinks, bookmarks, tables, equations, and inserting other file types.
PowerPoint 2016: Creating Graphics &	Good presentations often require good visual elements that speak louder than words. Explore custom shapes, fill effects, shape effects, charts, and SmartArt.
PowerPoint 2016: Organizing Presentations Assets	Your presentation needs to be tweaked to make it just right. Discover the various editing elements of PowerPoint, from copying and pasting to object grouping and slide organization.
PowerPoint 2016: Adding Animations	Presentations are far more impactful for the audience when animation is added to the mix. Discover how to create, customize, and manage animations in PowerPoint.
PowerPoint 2016: Preparing & Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. It's time to prepare and deliver your slideshow, from working with notes and action buttons to annotation and custom slide shows.
PowerPoint 2016: Using the Office Mix Add-in	Office Mix is the add-in for creating interactive online presentations with PowerPoint. Discover how to use Office Mix, including recording annotations and presentations, adding multimedia, creating quizzes and polls, and sharing the result.
PowerPoint 2016: Configuring PowerPoint	PowerPoint is ready to use out of the box, but configuring it can make it even better. Discover how to customize the view, interface, Quick Access Toolbar, and ribbon.

Course	Description
PowerPoint 2016: Using PowerPoint 2016 with Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install PowerPoint 2016 and get the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using PowerPoint 2016 include streamlined document management, annotation, and share interfaces, a QuickStarter tool to simplify deck creation, and icon insertion capabilities.
PowerPoint 2019: Sharing & Collaborating on a Presentation	PowerPoint 2019 enables you to easily share your presentations via email or upload them to OneDrive and SharePoint to collaborate with your team. This version of PowerPoint also comes with the ability to leave comments and communicate with others via email, without leaving the application.
PowerPoint 2019: Preparing & Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. It's time to prepare and deliver your slideshow, from working with notes and action buttons to annotation and custom slide shows.
PowerPoint 2019: Configuring PowerPoint	PowerPoint is ready to use out of the box, but configuring it can make it even better. Discover how to customize the view, interface, Quick Access Toolbar, and ribbon.
PowerPoint Office 365: Preparing & Delivering Slideshows	Ready to go live? All that work you put into your presentation has come to this. It's time to prepare and deliver your slideshow, from working with notes and action buttons to annotation and custom slideshows.
PowerPoint Office 365: Configuring	PowerPoint is ready to use out of the box, but configuring it can make it even better. Discover how to customize the view, interface, Quick Access Toolbar, and ribbon.
Creating & Opening Presentations	Create your slides, and finesse them like a pro. Discover how to create and open presentations, work with shared documents, work with undo and redo, and print and share your slides.
Project 2016: Opening & Navigating	Microsoft Project is the gold standard for managing projects from the small to very large. Discover the Project interface, including zoom, navigation, copying and pasting, and finding and replacing.
Project 2016: Setting Up Projects	Start working on your first project. Discover how to create new projects, decipher project structure, work with displays, and work with templates.
Project 2016: Saving & Exporting	Project allows you to save and export projects in different formats. Discover how to export projects; modify page setup; print, email, and share documents; and compare and reuse project data.
Project 2016: Managing Tasks	Tasks are a project's metrics that need to be tracked and monitored. Discover how to insert and edit tasks; insert columns; work with formulas; and link, split, sort, filter, and organize tasks.
Project 2016: Using & Formatting Gantt	Gantt charts are an invaluable project management visual aid. Discover how to format table text, change chart appearance, format bars, apply bar styles, display progress lines, and draw on Gantt charts.
Project 2016: Tracking Projects	Project managers need to be able to track projects. Explore the timeline, adding baselines, tracking project progress and critical tasks, adding milestones, using task indicators, rescheduling, and modifying calendars.
Project 2016: Managing Project Resources	A project's lifeblood is its resources. Discover how to add resources to projects, assign resources to tasks, use the Resource Graph, and pool and level resources.
Project 2016: Using Report Tools	Reports are an important component of every project, tracking progress and guiding direction. Explore Project's report tools and how to generate reports, from report templates to text insertion and formatting.
Project 2016: Illustrating Projects	Reports often help stakeholders who aren't directly involved in projects to understand their progress, so visuals are critical. Discover how to illustrate projects with shapes, images, and links.
Project 2016: Visualizing Data in Charts & Tables	Data is extremely useful, but often you need to visualize the relationships laid out by the data. Discover how to visualize Project data, including working with and formatting tables, charts, and PivotTables.
Project 2016: Configuring Project	Microsoft Project manages projects of all sizes, but you'll want to configure it to work the way you need it to. Discover how to configure Project, from document display and appearance to save settings, the toolbar, and the ribbon.
Project 2010: Setting Up Projects	Get started with Project 2010. Discover how to create a new project file, explore the structure of a document, examine view modes and project templates, use custom elements, and access the options menu to customize the application.
Project 2010: Managing Project Tasks	Projects consist of a series of tasks that must be completed to finish the project. Learn how to manage tasks in Project 2010, including how to create and import tasks, track task progress, and organize and display tasks.
Project 2010: Tracking Projects	To finish a project on time, you must track its progress. Discover how to use the timeline to track a project, schedule tasks, create subprojects, use the calendar and Gantt charts, and print a summary.
Project 2010: Managing Project Resources	The goal of any project is to finish it on time and on budget. Learn how to use the resource tools in Project 2010 to manage your project's resources and costs.
Project 2013: Setting Up Projects	Get started with Project 2013. Explore the interface and display modes, work with templates, navigate between multiple documents, and use tools to work with items in your documents.
Project 2013: Saving & Exporting Projects	Project 2013 offers a number of ways to prepare and share projects with others. Discover how to save and manage your project files, use spell check, export and email project documents, reuse data, and print project documents.
Project 2013: Managing Project Tasks	Projects consist of a series of tasks that must be completed to finish the project. Discover how to manage tasks in Project 2013, including how to create, import, edit, group, split, sort, filter, and add notes to tasks.
Project 2013: Tracking Projects	To finish a project on time, you must track its progress. Discover how to use the timeline to track a project, schedule tasks, create subprojects, add a milestone and a baseline, and work with calendars.
Project 2013: Gantt Charts	A Gantt chart lets you display the scheduled tasks and progress of your project. Learn how to work with and format Gantt charts in Project 2013 to better manage how your project is advancing.
Project 2013: Managing Project Resources	The goal of any project is to finish it on time and on budget. Discover how to work with resources in Project 2013, including how to add, assign, pool, and level resources, as well as use the Resource Graph.
Project 2013: Report Tools	Project 2013 provides tools for making reports directly within the program. Discover how to use the report templates, create reports from scratch, insert and format text, and use styles to customize reports.
Project 2013: Illustrating Projects	Adding illustrations to reports can make them more effective. Discover how to add and edit images, insert links, and insert and modify shapes to enhance reports.
Project 2013: Visualizing Data in Charts & Tables	Tables and charts are excellent ways to make information in your reports stand out. Discover how to insert, edit, and format both tables and charts in Project 2013 reports.
Project 2013: Configuring Project	Project 2013 lets you customize the interface as well as the document display. Discover how to change the display of your documents, customize interface elements, and personalize the toolbar and ribbon.
Publisher 2010: Creating & Publishing Documents	Get to know Publisher 2010. Discover how to create documents, work with templates and Master Pages, insert and organize page elements, share documents via email, and prepare documents for printing.
SharePoint 2013: Signing in & Setting Up	Microsoft SharePoint is a powerful set of collaboration tools that provide enterprise-grade collaboration and document management. Discover how to get started with SharePoint from signing in to adjusting settings.
SharePoint 2013: Working with the Newsfeed	SharePoint Newsfeed keeps you up-to-date with your organization and colleagues. Discover how to use the newsfeed, have conversations, add images to a conversation, interact with posts, and follow items in SharePoint.
SharePoint 2013: Working with SharePoint Apps	SharePoint apps provide powerful flexibility through add-on apps. Explore app management, and discover how to create and use apps, including contact lists, task lists, custom lists, surveys, and calendars.
SharePoint 2013: Working with Document Libraries	Document libraries allow you to subdivide content for specific projects. Explore libraries and how to create them, add files, configure lists, use version history, share and check out items, create alerts, and export lists and libraries.
SharePoint 2013: Working with Team Sites	SharePoint allows teams to work collectively to achieve better efficiency. Explore team sites, and discover how to add features, create site pages, add content, edit links, use the Recycle Bin, and more.
SharePoint 2013: Building Web Pages	SharePoint offers sophisticated web page functionality, and once you master how, you can start building yours. Explore text formatting, the clipboard, structure, tables, images and videos, hyperlinks, and more.
SharePoint 2013: Working with Blogs	Blogs are a fundamental method for sharing thoughts and transferring knowledge. Explore SharePoint blogs, and discover how to create posts and organize them, manage comments, and customize your blogs.
SharePoint 2013: Creating Public Sites	SharePoint 2013 comes complete with a public site feature, which can be used as the outward-facing front for your company. Discover how to create public sites in SharePoint, from customization to user management.
Visio 2010: Creating, Saving, & Sharing Documents	Visio has many uses, including creating workflows and floor plans. Get started with Visio by learning how to create and customize a document, use themes, compare multiple versions of a chart, and customize the interface and diagram display.
Visio 2010: Inserting Shapes & Images	With Visio, you can add a number of different elements to diagrams. Discover how to work with text, shapes, images, and links.
Visio 2010: Formatting & Organizing Shapes	Using shapes in Visio diagrams can make them more meaningful. Discover how to customize shapes, organize items on the page, use layers, link data to shapes, and create stencils from shapes.
Visio 2016: Creating Data Graphics &	You can create a number of specialized diagrams using Visio. Discover how to create graphics from data, reports, organization charts, floor plans, network diagrams, and calendars.
Visio 2016: Creating, Saving, & Sharing Documents	Visio has powerful diagramming and vector tools for virtually any task. Discover how to create and save documents, work with multiple documents, export as a PDF and other formats, compare versions, add comments, and share documents.
Visio 2016: Formatting & Structuring	Visio documents can be easily formatted and manipulated. Discover how to manage pages, work with page setup, change themes, work with backgrounds and borders, and create templates.
Visio 2016: Inserting & Formatting Text	Visio is a powerful and flexible diagramming application, but text adds context. Discover how to work with and format text, use special characters, copy and paste, use spell check and autocorrect, find and replace, and use different pens.
Visio 2016: Inserting Shapes & Images	Visio's graphical powers go far beyond simple drawing. Explore shapes, stencils, shape search, creating diagrams from templates, and inserting illustrations and links.
Visio 2016: Formatting & Organizing Shapes	Visio has powerful formatting options for shapes. Discover how to work with selection tools; format, group, organize, and arrange shapes; apply effects; work with layers; connect items; and create containers.
Visio 2016: Adding Data to Diagrams	Visio's power goes way beyond shapes and extends into data. Learn to work with data, including how to add information, insert data fields, import shape data, and insert links and objects.
Visio 2016: Visualizing Data in Charts &	Visio has robust ways to visualize data in charts and tables. Discover how to insert and edit charts, spreadsheets, and PivotTables, and explore how to work with PivotDiagrams.
Visio 2016: Creating Data Graphics &	Visio has numerous ways to work with data and reports. Discover how to generate and edit diagram reports, organization charts, maps and plans, network diagrams, and calendars.
Word 2016: Opening & Setting Up	Before getting started with Word 2016 for Windows, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your workspace.
Word 2016: Creating, Opening & Saving Documents	Creating, saving, and opening documents are central to your user experience in Word 2016 for Windows. Learn how to create files, how to save them, and how to optimize your documents with accessibility and protection tools.
Word 2016: Editing Documents	Typing, manipulating, and checking your text is made easy with Word 2016's intuitive text tools. Discover how to build out your document more quickly with special characters, advanced AutoCorrect tools, and predefined AutoText items.
Word 2016: Formatting Documents	Control every aspect of your text's appearance and structure with Word 2016's formatting tools. Use color, effects, and intuitive alignment tools to quickly transform your text and make your document more readable.
Word 2016: Shaping & Structuring Documents	Shaping and structuring text properly makes your document more readable. Use sections, headers, and cover pages to set out your ideas clearly, and advanced reference tools to help your reader find the information they need.
Word 2016: Using the Find & Replace Tools	Whether you are looking for a word or phrase, Word 2016 for Windows has the tool for you. Perform simple searches, use wildcards to widen the scope, and define replacement text to quickly make changes to your document.
Illustrating Documents	Sometimes images and illustrations say it better than text. With Word 2016 for Windows, you can insert images and videos from online and local locations, build custom equations, and create hyperlinks to other sources of information.
Word 2016: Using Table Tools	Bring structure to your technical data with Word 2016 table tools. Insert new entries, columns, or rows on the fly; apply formatting to make values stand out; and manipulate your data with the sort, filter, and calculation tools.
Word 2016: Creating Graphics & Diagrams	With Word 2016's graphics tools, you can create charts and diagrams to add visual impact to your documents. Learn how to build diagrams, insert customizable SmartArt graphics, and transform your data using different chart types.
Word 2016: Using Research Tools	Word 2016 for Windows gives you a suite of research tools to enrich your documents. Organize your citations and sources, use the dictionaries to check your text, and pull information into your document directly from the web.
Word 2016: Creating Forms & Bulk Mailings	With Word 2016's forms and mailings tools, you can collect, process, and re-use data in a variety of different ways. Build data collection forms, import mailing lists, and create mail merge documents in a matter of minutes.
Word 2016: Using Sharing & Collaboration Tools	Collaboration is made easy in Word 2016 for Windows. Share your document via email, upload your document to your OneDrive storage space, and use the comment and change tracking tools to keep on top of any modifications made to your files.
Word 2016: Configuring the Application	Every aspect of your Word 2016 for Windows application, from interface and language to input and save options, can be customized. If these default settings aren't enough, you can even install new tools and services via the add-in store.
Word 2016: Using Word 2016 with Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install Word 2016 and get the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using Word 2016 include a streamlined document management and share interface, advanced proofing and annotation features, and integrated 3D modelling tools.
Microsoft Word 2016 for Mac: Using Office 365	If you or your organization has a qualifying Office 365 subscription, you can use it to install Word 2016 on your Mac and get the latest software updates released by Microsoft. Recent updates available to Office 365 subscribers using Word 2016 for Mac include streamlined document management and share interfaces and an integrated Researcher tool for adding content to your document.
Word 2010: Getting Started	Get started using Word 2010. Explore the Word interface, learn to navigate through a document and between multiple documents, and work with the view modes, the navigation pane, and the zoom function.

Course	Description
Word 2010: Creating, Opening, & Saving Documents	Learn how to create, open, save, and print documents. Also, discover how to work with templates, and examine document protection settings.
Word 2010: Editing Documents	Word 2010 provides a substantial number of methods and tools for editing documents. Discover how to work with text, use spelling and grammar tools, AutoCorrect and AutoText, and adjust the properties of documents.
Word 2010: Formatting Documents	Make your Word 2010 documents look more professional. Explore a number of formatting techniques, including text alignment, titles and bullet lists, text styles, and themes.
Word 2010: Modifying Document Structure	Structure is important, especially in larger documents. Discover how to organize Word 2010 documents by adding headers and footers, page breaks and numbers, bookmarks, tables, a table of contents (TOC), and an index.
Word 2010: Find & Replace Tools	Word 2010 makes it easy to locate and replace specific text in documents. Discover how to use the Find and Replace tools to find specific text, replace a word or words, and replace text formats and special characters.
Word 2010: Illustrating Documents	There are a number of elements other than text than you can include in Word 2010 documents. Learn to work with images, and insert hyperlinks, equations, watermarks, and videos into your documents.
Word 2010: Table Tools	Tables are useful for data presentation. Discover how to work with tables, including how to create and resize a table; add, sort, and remove data; apply borders and colors; and adjust the table layout.
Word 2010: Graphics & Diagrams	You can draw attention to important information using graphics and diagrams in a Word document. Discover how to work with diagrams, charts, shapes, SmartArt, and importing items from Excel.
Word 2010: Research Tools	Professionalize your next research paper by using the research tools in Word 2010. Discover how to insert a bibliography, line numbers, footnotes, and endnotes. Also, explore the the dictionary, thesaurus, and translation tool.
Word 2010: Forms & Bulk Mailings	Word 2010 isn't just for creating text documents. Discover how to create and work with forms and surveys, create labels and envelopes, and work with mailing lists and mail merges.
Word 2010: Sharing & Collaboration Tools	Word 2010 lets you work with others on the same document. Discover how to work with collaboration tools, and examine the various methods available for sharing and publishing your document.
Word 2010: Configuring Word	There are a number of ways you can personalize Word 2010 to best suit your needs. Explore input adjustment, save and view settings, and how to customize the interface, ribbon, and Quick Access Toolbar.
Word 2013: Getting Started	Get started using Word 2013. Explore the Word interface, learn to navigate through a document and between multiple documents, and work with the view modes, the navigation pane, and the zoom function.
Word 2013: Creating, Opening, & Saving Documents	Learn how to create, open, save, and print documents. Also, discover how to work with templates, and examine document protection settings.
Word 2013: Editing Documents	Word 2013 provides a substantial number of methods and tools for editing documents. Discover how to work with text, use spelling and grammar tools, AutoCorrect and AutoText, and adjust the properties of documents.
Word 2013: Formatting Documents	Make your Word 2013 documents look more professional. Explore a number of formatting techniques, including text alignment, titles and bullet lists, text styles, and themes.
Word 2013: Research Tools	Professionalize your next research paper by using the research tools in Word 2013. Discover how to insert a bibliography, line numbers, footnotes, and endnotes. Also, explore the the dictionary, thesaurus, and translation tool.
Word 2013: Modifying Document Format	Structure is important, especially in larger documents. Discover how to organize Word 2013 documents by adding headers and footers, page breaks and numbers, bookmarks, tables, a table of contents (TOC), and an index.
Word 2013: Find & Replace Tools	Word 2013 makes it easy to locate and replace specific text in documents. Discover how to use the Find and Replace tools to find specific text, replace a word or words, and replace text formats and special characters.
Word 2013: Table Tools	Tables are useful for data presentation. Discover how to work with tables, including how to create and resize a table; add, sort, and remove data; apply borders and colors; and adjust the table layout.
Word 2013: Graphics & Diagrams	You can draw attention to important information using graphics and diagrams in a Word document. Discover how to work with diagrams, charts, shapes, SmartArt, and importing items from Excel.
Word 2013: Illustrating Documents	There are a number of elements other than text than you can include in Word 2013 documents. Learn to work with images, and insert hyperlinks, equations, watermarks, and videos into your documents.
Word 2013: Forms & Bulk Mailings	Word 2013 is not just for creating text documents. Discover how to create and work with forms and surveys, create labels and envelopes, and work with mailing lists and mail merges.
Word 2013: Sharing & Collaboration Tools	Word 2013 lets you work with others on the same document. Discover how to work with collaboration tools and examine the various methods available for sharing and publishing your document.
Word 2013: Configuring Word	There are a number of ways you can personalize Word 2013 to best suit your needs. Explore input adjustment, save and view settings, and how to customize the interface, ribbon, and Quick Access Toolbar.
Word 2019: Configuring the Application	Every aspect of your Word 2019 application, from interface and language to input and save options, can be customized. If these default settings aren't enough, you can even install new tools and services via the add-in store.
Word Office 365: Creating Bulk Mailings	With Word for Office 365's bulk mailing tools, you can collect, process, and re-use data in a variety of different ways. Iimport or build mailing lists, create mail merge documents, and print or email them in a matter of minutes.
Word Office 365: Using the Publishing Tools	If you would like to create a resume, blog post or web page with Word for Office 365, you can use an existing document to save time and manage your workflow. See how to access and use the publishing and content management tools offered by Word for Office 365.
Word Office 365: Configuring the Application	Every aspect of your Word for Office 365 application, from interface and language to input and save options, can be customized. If these default settings aren't enough, you can even install new tools and services via the add-in store.
Windows 10: Navigating in a Desktop Environment	To get the most out of Windows 10, you need to know how to navigate its interface. Discover how to access folders, documents, and program shortcuts; use the taskbar and notification area; and lock, log off, and shut down Windows.
Windows 10: Using Windows	A window is the container that displays documents, files, and applications. Discover how to open, close, and hide windows; move, resize, and manage multiple windows; and use scrollbars in Windows 10.
Windows 10: Accessing & Managing Files	Organize and access your personal files in Windows 10. Explore the Start menu and File Explorer. In addition, discover how to use folders and libraries to organize files, and the search function to locate files.
Windows 10: Using Cortana	Cortana is the personal assistant in Windows 10 and is accessed via keyboard or voice recognition. Discover how to customize and use Cortana to help locate documents, manage your calendar, translate phrases, and create ink reminders.
Windows 10: Installing & Using Windows Universal Apps	Browse and download apps with the Windows Store application in Windows 10. Discover how to configure and use the Windows Store. Also, explore some Windows 10 apps, including Calculator, Weather, Maps, and Voice Recording.
Windows 10: Using Screenshot Tools	It's easy to create an image of what is displayed on your screen. Discover how to use and customize the Windows 10 Snipping Tool, edit and work with screenshots, and create a tutorial using the Steps Recorder tool.
Windows 10: Managing Programs & File Types	Adjust how programs and devices in Windows 10 react when used. Discover how to associate a file type with a specific program, manage settings for devices, change default programs, and use Task Manager to close an unresponsive application.
Windows 10: Protecting & Backing Up Data	To prevent data loss, you should always protect and back up your data. Discover how to work with external devices for backing up and restoring data, create restore points, and use Windows Defender to protect your computer.
Windows 10: Customizing System Appearance	Windows 10 lets you customize many of the interface items. Discover how to use Tablet mode; customize the Start menu, taskbar, and desktop icons and background; add and remove toolbars; and configure date, time, and sound alerts.
Windows 10: Configuring & Optimizing a System	Keep Windows 10 running its best. Explore optimization techniques, including working with the Control Panel, Task Manager, and Resource Monitor; creating and using tasks; and managing disk space.
Windows 10: Configuring & Using Peripheral Devices	Let Windows 10 handle your peripheral devices. Discover how to configure and manage audio devices, customize mouse settings and mouse cursor, and use the Windows Ink Workspace for sketches and annotations.
Windows 10: Ease of Access & Accessibility Tools	Windows 10 includes a number of tools to make it accessible to everyone. Discover how to activate and use the Windows 10 accessibility tools to assist users with physical, visual, and hearing impairments.
Windows 10: Managing User Accounts	In many cases, multiple users share the same computer. Discover how to add, configure, and manage user and family accounts; create and manage passwords; and configure Family Safety settings in Windows 10.
Windows 10: Configuring Network & Share Settings	Windows 10 lets you create a network with other computers to share folders and files. Discover how to create, configure, and manage a HomeGroup; share files and folders; and connect and configure a Wi-Fi connection.
Microsoft Windows 8: Using the Desktop & Start Screen	To get the most out of Windows 8.1, you need to know how to navigate its interface. Explore the Start screen and desktop, and discover how to lock, log off, and shut down Windows.
Microsoft Windows 8: Using Windows	A window is the container that displays documents, files, and applications. Discover how to open, close, and hide windows; move, resize, and manage multiple windows; and use scrollbars in Windows 8.1.
Microsoft Windows 8: Accessing & Managing Files	Organize and access your personal files in Windows 8.1. Explore the Start screen and File Explorer. In addition, discover how to use folders and libraries to organize files, and the search function to locate files.
Microsoft Windows 8: Installing & Using Windows Universal Apps	Browse and download apps with the Windows Store application in Windows 8.1. Discover how to configure and use the Windows Store. Also, explore some Windows 8.1 apps, including OneDrive, Weather, Maps, Reading List, and Stopwatch.
Microsoft Windows 8: Using Screenshot Tools	It's easy to create an image of what is displayed on your screen. Discover how to use and customize the Windows 8.1 Snipping Tool, edit and work with screenshots, and create a tutorial using the Steps Recorder tool.
Microsoft Windows 8: Managing Programs & File Types	Adjust how programs and devices in Windows 8.1 react when used. Discover how to associate a file type with a specific program, manage settings for devices, change default programs, and use Task Manager to close a unresponsive application.
Microsoft Windows 8: Protecting & Backing Up Data	To prevent data loss, you should always protect and back up your data. Discover how to work with external devices for backing up and restoring data, create restore points, and use Windows Defender to protect your computer.
Microsoft Windows 8: Customizing System Appearance	Windows 8.1 lets you customize many of the interface items. Discover how to customize the Start screen, taskbar, and desktop icons and background; add and remove toolbars; and configure date, time, and sound alerts.
Microsoft Windows 8: Configuring & Optimizing a System	Keep Windows 8.1 running its best. Explore optimization techniques, including working with the Control Panel, Task Manager, and Resource Monitor; creating and using tasks; and managing disk space.
Microsoft Windows 8: Configuring & Using Peripheral Devices	Let Windows 8.1 handle your peripheral devices. Discover how to configure and manage audio devices, customize mouse settings and mouse cursor, and use a scanner to create digitized images.
Microsoft Windows 8: Ease of Access & Accessibility Tools	Windows 8.1 includes a number of tools to make it accessible to everyone. Discover how to activate and use the Windows 8.1 accessibility tools to assist users with physical, visual, and hearing impairments.
Microsoft Windows 8: Managing User Accounts	In many cases, multiple users share the same computer. Discover how to add, configure, and manage user and family accounts; create and manage passwords; and configure Family Safety settings in Windows 8.1.
Microsoft Windows 8: Configuring Network & Share Settings	With Windows 8.1, you can create a network with other computers to share folders and files. Discover how to create, configure, and manage a HomeGroup; share files and folders; and connect and configure a Wi-Fi connection.
Windows 10: Exploring the May 2019 Update	The May 2019 Update brings new features and updated navigation and configuration to Microsoft's constantly evolving Windows 10 operating system. The biggest changes are a complete separation of Cortana and Search on the desktop, but you'll also discover new ways of customizing your Windows theme and sign-in options, editing your Quick Actions and Start menu apps, and controlling, delaying and restarting Windows Update. Other updates include an updated Ease of Access area and a refreshed Office app.
Global Safety Principles: Confined Spaces 2.0	This course covers information about working in confined spaces, including information about hazardous atmospheres, necessary equipment, and permits. The intent of the course is to provide the learner with information about the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.
Global Safety Principles: Housekeeping on the Job	All employees should help maintain a safe working environment by following good housekeeping practices on the job. These practices apply to working and walking surfaces; storage, handling, and disposal tasks; fire prevention measures; and incidents with hazardous and infectious materials.
TestPrep 220-1001 CompTIA A+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
ITIL® 4 Foundation: Introduction	Explore the new aspects of version 4 of ITIL®, the modified future path to ITIL® Master, and characteristics of the ITIL® Foundation exam.
ITIL® 4 Foundation: Key Concepts of Service Management	Discover the relationship between value and stakeholders, and examine various roles, key concepts, relationships, and the definitions of utility and warranty.
ITIL® 4 Foundation: Key Concepts	Discover the four dimensions of IT service management (ITSM) and the external factors that influence the dimensions.
ITIL® 4 Foundation: The Service Value	Explore the definition, inputs, outcome, and components of the ITIL® 4 Service Value System.
ITIL® 4 Foundation: The Service Value	Discover the central element of the Service Value System - the Service Value Chain. Explore this operating model that outlines the key activities required to realize value.
ITIL® 4 Foundation: The Guiding Principles	Discover the seven guiding principles that embody the core messages of ITIL® and of service management in general.

Course	Description
ITIL® 4 Foundation: General Management Practices	Discover the purpose of ITIL® practices, recall key terminology, and explore several key practices in detail.
ITIL® 4 Foundation: Service Management Practices (Part 1)	Examine the purpose of seven of the fifteen ITIL® Foundation service management practices relating to availability, capacity and performance, change control, incident, IT asset, monitoring, event, and problem management.
ITIL® 4 Foundation: Service Management Practices (Part 2)	Explore the purpose of eight of the fifteen service management practices relating to release, service configuration, service continuity, service desk, service level, service request, deployment, and continual improvement.
Cloud Blockchains: An Introduction to Blockchain on the Cloud	Familiarize yourself with the theory behind the need for cloud-based blockchain solutions and explore the features of two of the main offerings on the market - the Azure Blockchain Workbench and Amazon Managed Blockchain.
Cloud Blockchains: Single Organization Networks on Amazon Managed Blockchain	Discover how to set up a Hyperledger Fabric network for a single organization using Amazon Managed Blockchain, including provisioning a network, peer, client, and channel and deploying chaincode.
Cloud Blockchains: Multi-Organization Networks on Amazon Managed Blockchain	Discover how to set up a Hyperledger Fabric network spanning two organizations using AWS Managed Blockchain, including creating proposals and multi-organization channels.
Cloud Blockchains: Building Apps on the Azure Blockchain Workbench	Explore how to set up an application on the Azure Blockchain Workbench, which includes provisioning the blockchain network and then developing, deploying, and testing a blockchain app.
Building Decentralized Applications for Ethereum: An Introduction to dApps	Familiarize yourself with the theoretical knowledge required for decentralized application development for Ethereum, including reasons for building apps for the Ethereum network and the components and tools needed for these apps.
Building Decentralized Applications for Ethereum: Building the Back End	Explore the development, testing, and deployment of smart contracts and libraries using the Truffle framework. In addition, examine best practices for contract development, such as automating testing and deployments.
Building Decentralized Applications for Ethereum: Building the Front End	Delve into the development of the front end of a decentralized application for Ethereum. Discover how to build a React client that uses the Truffle Suite's Drizzle libraries to connect to and interact with a deployed smart contract.
Building Decentralized Applications for Ethereum: Bespoke Ethereum Tokens	Ethereum allows the use of customized tokens as currency in your applications, as long as they comply with one of their standards. Explore how to define these tokens in adherence to the ERC20 specifications.
Smart Contracts & Hyperledger Fabric: Foundations of Hyperledger Fabric	Explore the foundations of Hyperledger and Fabric, including the steps involved in setting up a Fabric network from scratch and using Hyperledger Composer with business-level abstractions.
Smart Contracts & Hyperledger Fabric: Setting Up a Hyperledger Fabric Network	Discover how to download and install the prerequisites for Hyperledger Fabric and how to develop the configuration files required to set up a Fabric network.
Smart Contracts & Hyperledger Fabric: Working with Fabric Chaincode in Golang	Discover how to complete the provisioning of a Hyperledger Fabric network and how to develop, deploy, and work with a smart contract coded in Go.
Smart Contracts & Hyperledger Fabric: Working with Fabric Chaincode in NodeJS	Explore how to develop a Hyperledger Fabric smart contract to serve as an inventory of vehicles using NodeJS and how to deploy and interact with it.
Smart Contracts & Hyperledger Fabric: Hyperledger Fabric Web App	Examine the steps involved in building a JavaScript web application that interacts with a smart contract deployed to an Hyperledger Fabric network.
Smart Contracts & Hyperledger Fabric: Hyperledger Composer Playground	Explore the definition and testing of a blockchain app for recording transactions on supply chain assets using the business-level abstraction of Hyperledger Composer and the Composer Playground tool.
Smart Contracts & Hyperledger Fabric: Web Apps for Hyperledger Composer Networks	Discover how to configure a development environment for Hyperledger Composer networks on your own machine, deploy the network definition to Fabric network, and interact with it using a web app and a REST API server.
Ethereum Smart Contracts with Solidity: An Overview of Ethereum and Solidity	This course lays the groundwork for the Solidity language by giving an overview of blockchains, Ethereum, smart contracts, and the high-level features of the Solidity programming language.
Ethereum Smart Contracts with Solidity: Features of the Solidity Language	Take an in-depth look into the features of the Solidity language - from the types supported, to the varieties of functions, to the notion of contract inheritance. Operations such as ether transfers are also covered.
Ethereum Smart Contracts with Solidity: The Remix Solidity IDE	The quickest way to get started with smart contract development using Solidity is using the Remix IDE. This course explores the key features of Remix and how it can be set up to connect to private and public Ethereum networks.
Ethereum Smart Contracts with Solidity: Functions in Solidity	Explore the various types of functions in the Solidity language - from basic getters and setters to restricted access functions. Also learn how polymorphism and inheritance are implemented in Solidity.
Ethereum Smart Contracts with Solidity: Ether Transfer Operations in Solidity	Transferring Ether between Ethereum Accounts is the fundamental financial transaction performed by smart contracts. Examine the different ways this can be accomplished using fallback and payable functions.
Ethereum Smart Contracts with Solidity: Data & Control Structures in Solidity	Examine the use of data structures in Solidity such as mappings and structs and explore how to use basic control structures such as if-else statements and loops.
Ethereum Smart Contracts with Solidity: Build Decentralized Apps	Explore how to combine fundamental Solidity function programming skills with ether transfers and data structures to build smart contracts representing real uses cases such as polling, banking, and escrows.
Blockchain & Hyperledger Fabric: An Overview of Blockchain Technology	Examine the fundamental concepts of blockchains and the features of the technology that make it ideally suited as a means for enterprises to record their transactions in a secure and scalable manner.
Blockchain & Hyperledger Fabric: An Overview of Hyperledger	Discover enterprise blockchain platform requirements and how Hyperledger fulfills those needs. Explore the different Hyperledger frameworks and the Hyperledger tools that make it easier to work with them.
Blockchain & Hyperledger Fabric: The Hyperledger Fabric	Hyperledger Fabric is a general purpose enterprise-grade blockchain implementation. Explore the features, architecture, and transaction flow process in Fabric, which allows it to deliver a very high throughput.
Truffle Suite: Introduction	The Truffle Suite greatly simplifies and speeds up the development of Ethereum-enabled applications. Discover the tools involved and their specific functions.
Truffle Suite: BlockBuilding Private Blockchain Networks with Ganache	Ganache is a tool which can quickly provision private, customizable Ethereum Networks which is meant to be used while developing smart contracts. Explore the use of Ganache and its integration with the Remix IDE.
Truffle Suite: Automating Development with the Truffle Framework	Explore how the Truffle Framework simplifies and speeds up smart contract development by giving a structure to smart contract project and helping automate steps around building, testing, and deploying contracts.
Truffle Suite: Using Drizzle to Build Decentralized Apps	Ethereum decentralized apps or dApps have a web UI with a smart contract at the back-end. Explore the integration of a Web UI with an Ethereum smart contract using React and then combining React with the Drizzle libraries.
CLDFND: Server & Infrastructure Virtualization	Explore server virtualization and the technologies used to implement and manage it, cloud networking components, and virtualized networking in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
AZ-103 - Microsoft Azure Administrator: Subscriptions	Discover how to manage Azure subscriptions and role-based access control. Expore Azure Portal, Azure PowerShell, Azure CLI, Azure AD ADministrator Roles, and how to manage access to Azure resources. This course can be used as part of the preparation for the Microsoft Azure Administrator (AZ-103) certification exam.
AZ-103 - Microsoft Azure Administrator: Azure Resource Groups	Examine the processes of creating and managing Azure resource groups, limits, and quotas in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Monitoring	Discover Azure Monitor, Azure Metrics and Logs, Azure action groups, and functions in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Storage Accounts	Examine Azure Storage including Azure Storage Explorer, Azure Storage Redundancy, Blob Storage, File Share, File Sync, Sync Group, Access Keys, and Shared Access Signature in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Import/Export	Explore importing and exporting data to Azure and learn about import disk preparation, import journal files, import jobs, export jobs, import and export job manangement, Azure data box and configuring Azure Files in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Virtual Machines (VMs)	Explore Azure Virtual Machines, creating Windows VMs, Linux VMs, managing VM availability, and creating VM scale sets in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Managing Azure Virtual Machines	Discover how to manage Azure Virtual Machines by adding data disks, adding and removing network interfaces, resizing and moving VMs, and redeploying Windows and Linux VMs, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Virtual Machine Templates	Discover how to create, modify, save, and deploy Azure Resource Manager (ARM) and hard disk templates, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Backup and Recovery	Explore Azure backup and recovery concepts, such as vault creation, backup policies, backing up and replicating VMs, and restoring files and VMs, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Virtual Networks	Explore Azure Virtual Networks, subnets, routing, network trafficking, and configuring public and private IPs in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Virtual Network Connectivity	Explore the concepts of Azure Virtual Network connectivity, creating and managing VPN gateways, and configuring Vnet-to-Vnet connections in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Network Monitoring	Explore virtual network monitoring solutions and troubleshooting in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Integrating Azure On-Premise & Virtual	Explore Azure VPN Gateways and integrating on-premise networks with Azure Virtual Networks in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Name Resolution & Network Security	Examine Azure Domain Name Systems and Azure Network Security Groups in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Active Directory	Explore Azure Active Directory, creating tenants, and configuring Enterprise State Roaming, Identity Protection, and SSPR in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure AD Objects	Discover how to create and manage users, groups, and devices in Azure AD in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Policies	Examine Azure policies, including resource group policies, AD policies, and backup policies, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
Hybrid Cloud Architecture & Deployment: Cloud Migration Essentials	Explore the various challenges, benefits, strategies, tools, and deployment models associated with cloud migration. In addition, examine essential components, models, and decision matrix using cloud reference architecture.
Hybrid Cloud Architecture & Deployment: AWS Data & Service Migration	Explore the concepts of cloud migration and database and server migration using the various tools and services provided by AWS. Examine core concepts, such as refactoring, replatforming, rehosting, and repurchasing.
Hybrid Cloud Architecture & Deployment: AWS Services & Application Migration	Explore cloud migration strategies, tools, and services involving Amazon Web Service, as well as how to migrate critical services and implement end-to-end migration of enterprise applications.
Hybrid Cloud Architecture & Deployment: AWS Migration Management	Examine the approach of migrating data and services to AWS using the data, service, and server migration services provided by AWS. In addition, explore how to work with the Cloud Readiness Assessment tool and secure migration services.
Hybrid Cloud Architecture & Deployment: Implementing Migration in Azure	Explore the Azure cloud reference model, Cloud Adoption Framework, and the process involved in migrating to Azure. Examine prominent Azure cloud migration tools and cloud migration strategies for Azure.
Hybrid Cloud Architecture & Deployment: Azure IaaS & Data Migration tools	Explore Microsoft tools for migrating data, services, and platforms to Microsoft Azure, as well as how to implement Azure Resource Manager (ARM) templates to migrate virtual machines and storage accounts.
Hybrid Cloud Architecture & Deployment: Adopting Migration Strategies	Discover how to migrate web applications, SQL Servers, sites, and databases to Azure using migration tools and services like the Data Migration Assistant, App Service Migration Assistant, and Azure Database Migration Service.

Course	Description
Hybrid Cloud Architecture & Deployment: Azure Migration Tools & Best Practices	Explore practical migration scenarios involving MongoDB to Cosmos DB, and SSIS and network workloads to Microsoft Azure. In addition, discover how to work with Azure Migrate, and how to troubleshoot, secure, and manage cloud migration logs.
MS-900 - Microsoft 365 Fundamentals: Windows 10 Enterprise	Windows 10 Enterprise represents a powerful business solution. Explore Windows 10 and its security features in preparation for the Microsoft 365 Fundamentals MS-900 exam.
MS-900 - Microsoft 365 Fundamentals: Windows 10, Autopilot, & Azure	Windows 10 offers many benefits for organizations. Explore the features of Windows 10, Autopilot, and Azure in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Windows 10 & Admin Center	Explore Microsoft administration tools, such as Windows-as-a-Service, updating Windows 10, and the Admin Center, in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Microsoft 365, Exchange, & SharePoint	Discover some of the powerful tools included in Microsoft 365, such as the Admin Center, Exchange, and SharePoint, as you prepare for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Skype for Business, Teams, & Collaboration	Examine Microsoft 365 communication and cloud tools, such as Skype and Teams, and Microsoft 365 collaboration features, in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Office 365 & Collaboration	Explore Microsoft 365 collaboration features and Office 365 deployment in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Protecting Your Information	Discover how Microsoft 365 protects your information and identity, in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Azure AD & Access Management	Modern businesses need modern security. Explore Azure Active Directory and Access Management, learn about AD DS Forests, Azure AD, Azure AD Connect, Password Hash Synchronization, Pass-Through Authentication, and Azure AD Seamless Single Sign-On. This course can be used as part of the preparation for the Microsoft 365 Fundamentals (MS-900) exam.
Microsoft 365 Fundamentals: Mobile Management & Security and Compliance	Explore Microsoft 365 mobility, trust, and data protection features such as Intune, MDM, Global Data Centers, cloud app security, alerts and permissions, data privacy, and threat management in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Microsoft 365 Pricing and Support	Microsoft 365 offers multiple options for purchasers. Explore Microsoft 365 plans, security and compliance, and licensing and CSP programs, in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-900 - Microsoft 365 Fundamentals: Microsoft 365 Purchasing & Support	Businesses need to understand the benefits and pricing of Microsoft 365. Explore cost-benefit analysis, ROI calculator, Partner Center, and support options and service health, in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
Microsoft 365 Mobility & Security: Implementing Mobile Device Management	Discover how the Mobile Device Management feature is used to help secure and manage mobile devices, as well as how to implement it, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Managing Device Compliance	Explore the numerous tools and methods to protect data or comply with legal or regulatory standards using Office 365, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Devices & Apps	Explore planning application and device deployment, security, monitoring, and the Microsoft Store for Business as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Windows 10 Deployment	Explore the various deployment advisor utilities and Windows 10 deployment options available for deploying the Windows 10 operating system as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Cloud App Security	Microsoft Cloud App Security helps improve visibility of cloud apps while increasing protection of cloud data. Explore CAS implementation, Cloud Discovery, and CAS policies. This course can be used as part of the preparation for the MS-101: Microsoft 365 Mobility and Security certification exam.
CompTIA A+ 220-1001: Installing Hardware and Display Components	Over time, laptop hardware and display components may break or need upgrading. Explore the best practices to follow when installing and configuring laptop hardware and components. This course can be used as part of the preparation for the 220-1001: CompTIA A+ (Core 1) certification exam.Â
CompTIA A+ 220-1001: Laptops Features and Mobile Device Types	Explore various laptop features, such as special function keys, docking stations, and removable screens. In addition, this course covers mobile device types such as tablets and wearable technology.
CompTIA A+ 220-1001: Accessories and Mobile Device Synchronization	Mobile devices have flooded the market. Discover the various mobile connection types available, as well as best practices for synchronizing data.
CompTIA A+ 220-1001: Mobile Device Network Connectivity and Application	Examine mobile device network connectivity options such as wireless, cellular, and Bluetooth, as well as application support for commercial e-mail and VPN.
CompTIA A+ 220-1001: Virtualization	Explore the basics of virtualization, including how it allows for the creation of virtual resources such as operating systems, servers, and storage solutions.
CompTIA A+ 220-1001: Troubleshooting	Printers have a lot of moving parts. Explore basic troubleshooting for printers, including common issues that typically arise and how to solve them, in preparation for the 220-1001 exam.
Cloud Data Science: Using Algorithms in Azure Machine Learning Studio	Explore the different types of Algorithms used in Azure Machine Learning Studio.
DevOps for Data Scientists: Data Science	Discover the steps in applying DevOps to data science, including integration, packings, deployment, monitoring, and logging.
DevOps for Data Scientists: Deploying Data DevOps	Explore deploying data models into production through serialization, packaging, deployment, and rollback.
DevOps for Data Scientists: Containers for Data Science	Explore the use of containers in deploying data science solutions using Docker with R, Python, Jupyter, and Anaconda.
FSD Front-end Development: Features of HTML5 & CSS3	Explore the new features of HTML5 and CSS3 that can be used to make development easier and provide a better user experience, as well as where and when these features may be applied.
FSD Front-end Development: Advanced CSS Browser Features	Discover the browser features that are important to developers and how CSS pre-processors make adding styles to a web page and web site easier, especially when the site becomes large.
Building Neural Networks: Development Principles	Explore the essential components used to learn, train, build neural networks and the prominent clustering and classification algorithms. The use of hyperparameters and perceptrons in ANN is also covered.
Building Neural Networks: Artificial Neural Networks Using Frameworks	Discover how to implement various neural networks scenarios using Python, Keras, and TensorFlow. How to optimize, tune, and speed up the processes of artificial neural networks and how to implement predictions with ANN is also covered.
Getting Started with Neural Networks: Biological & Artificial Neural Networks	Explore the fundamental concepts of biological and artificial neural networks, computational models that can be implemented with neural networks, and how to implement neural networks using Python.
Getting Started with Neural Networks: Perceptrons & Neural Network Algorithms	Discover the basics of perceptrons, including single layer, multilayer, and the roles of linear and non-linear functions. Explore how to implement perceptrons and perceptron classifiers using Python.
Reinforcement Learning: Tools &	Discover reinforcement learning types and how to implement reinforcement learning using Keras, Python, and TensorFlow. Explore the concept of Q-learning and how to implement it using Python.
Training Neural Networks: Advanced Learning Algorithms	Explore how to design advanced learning algorithms like training patterns, pattern association, Hebbian learning rule, and competitive learning.
MD-101 - Managing Modern Desktops: Dynamic Deployments	Discover how to evaluate and select deployment options, pilot deployments, and how to manage and troubleshoot provisioning packages in Windows 10. This course can be used as part of the preparation for the MD-101: Managing Modern Desktops certification exam.
MD-101 - Managing Modern Desktops: Windows Autopilot	Windows Autopilot is a Microsoft provisioning tool that is used to reset, repurpose, and recover devices. Delve into how to use Windows Autopilot for Windows 10 deployments. This course can be used as part of the preparation for the MD-101: Managing Modern Desktops certification exam.
MD-101 - Managing Modern Desktops: Upgrading Devices	Windows 10 provides the most recent features and security improvements offered by Microsoft. Explore the numerous approaches on how to upgrade or migrate to Windows 10 and learn about upgrade paths, edition upgrades, in-place upgrades, Windows alanytics, upgrade readiness, and the User State Migration tool, in preparation for the MD-101: Managing Modern Desktops certification exam.
MD-101 - Managing Modern Desktops: Managing Updates	In order to ensure devices continue to run smoothly and securely, Windows 10 periodically checks for updates and security features and installs them automatically. Explore BranchCache, express delivery updates, servicing strategies, update typesfor business, Windows as a service, servicing tools, deployment rings, and update compliance, in preparation for the MD-101: Managing Modern Desktops certification exam.
MD-101 - Managing Modern Desktops: Device Authentication	Device authentication is a security mechanism used to prevent unauthorized devices from connecting to a service, network, or site. Explore Windows 10 device authentication techniques, features, and best practices.
MD-101 - Managing Modern Desktops: Co-Management	Co-management is a feature that allows Windows 10 devices to be managed using both Configuration Manager and Microsoft Intune. Explore the numerous benefits of Co-management in Windows 10.
MD-101 - Managing Modern Desktops: Conditional Access & Compliance	Conditional access is a feature used to block or allow access to content based on certain requirements. Explore conditional access benefits, as well as compliance features used to ensure devices comply to policy rules.
MD-101 - Managing Modern Desktops: Device Profiles	Device profiles are used to push pre-configured settings to devices in an organization. Discover how to create device profiles and configure settings for the numerous profile types in Windows 10.
MD-101 - Managing Modern Desktops: User Profiles	Discover how to create and configure user profiles in Windows 10 and explore concepts such as Enterprise State Roaming, sync settings, and folder redirection, in preparation for the Microsoft MD-101: Managing Modern Desktops exam.
MD-101 - Managing Modern Desktops: Monitoring Devices	Explore how to use log files, Windows Analytics, and other cloud based-tools to monitor device health and security in Windows 10.
MD-100 - Windows 10: Configure Remote Connectivity	Explore the numerous Windows 10 remote management tools that can be used by administrators to remotely connect to computers to troubleshoot or fix problems.
MD-100 - Windows 10: Configure System & Data Recovery	Explore the numerous, built-in backup and recovery tools in Windows 10, as well as techniques used to troubleshoot the boot process.
MD-100 - Windows 10: Manage Updates	Explore the Windows Update service, which in addition to service packs and patches, also provides common driver updates for hardware devices running Windows.
MD-100 - Windows 10: Monitor a& Manage Windows	Explore features and techniques used to monitor and manage Windows 10, including Windows events, monitoring, and performance tools.
Complex Data Types in Python: Working with Lists & Tuples in Python	Learn to work with lists, tuples, and strings in Python. You will see the similarities and differences between tuples and lists and see how strings are essentially just a list of characters.
Complex Data Types in Python: Working with Dictionaries & Sets in Python	Learn about dictionary data type in Python. Dictionaries are associative containers used to store key-value pairs. Given a key, finding the associated value is optimized by Python to be extremely efficient.
Complex Data Types in Python: Shallow & Deep Copies in Python	Learn about copying operations on containers in Python. You will learn the subtle distinction between shallow and deep copies. Changes made to shallow copies affect the original whereas with deep copies do not.
Getting Started with Python: Introduction	In this course, you will get started with Python, by installing and getting started with the software, as well as writing your first meaningful program and exploring important language constructs.
REST API with Java: Spring JPA & Apache	Explore using Spring JPA with Apache Derby and Spring Security.
Software Testing Foundation 2018: Fundamentals	Explore part of Chapter 1 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, encompassing the fundamentals of testing relating to the importance of testing and general testing principles.
Software Testing Foundation 2018: Test Process Fundamentals	Continue exploring chapter 1 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, encompassing the fundamentals of testing relating to test process, testing work products, and psychology of testing.
Software Testing Foundation 2018: Testing & the Software Development Lifecycle	Explore part of chapter 2 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus related to testing and its relevance to the Software Development Lifecycle.
Software Testing Foundation 2018: Test Types & Maintenance Testing	Explore the remainder of chapter 3 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers static testing and the related review process, review types, and review techniques.
Software Testing Foundation 2018: Testing Techniques	Explore part of chapter 4 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers categories of test techniques, with a focus on experience-based test techniques.

Title	Description
Software Testing Foundation 2018: Black-box & White-box Testing Techniques	Explore part of Chapter 4 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers categories of test techniques, with a focus on white-box and black-box testing techniques.
Software Testing Foundation 2018: Test Management	Explore part of chapter 5 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers test management, including test organization, planning, and estimating.
Software Testing Foundation 2018: Test Monitoring & Control	Explore part of chapter 5 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers test monitoring and control and configuration management.
Software Testing Foundation 2018: Risk & Defect Management	Explore part of chapter 5 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which focuses on risk and defect management.
Software Testing Foundation 2018: Test Tool Support	Explore part of chapter 6 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which focuses on test tool concepts, including considerations, classifications, test automation, and effective use.
Vue.js: Working with Components	Vue.js is a modern front-end framework for building web apps rapidly. Discover how to create reusable single file Vue components and how to communicate between child and parent components in Vue.
Vue.js: Component Communication &	Vue.js is a modern front-end framework for building web apps rapidly. Discover how to perform client-side routing using Vue and dynamically apply styling to your app elements in Vue.
Vue.js: Working with Vue State & Data	Vue.js is a modern front-end framework for building web apps rapidly. Â Discover how to manage state in Vue using Vuex, and also how to work with remote APIs using Axios.
Vue.js: Working With Forms & Unit Testing	Vue.js is a modern front-end framework for building web apps rapidly. Discover how to test view components and work with form data, as well as how to use directives, filters, and mixing.
Securing AWS: Fundamentals	Examine foundational topics, such as the shared responsibility model, security basics, core AWS services and related threats, and compliance.
Securing AWS: Identity & Access Management	Discover how to apply best practices to the new AWS root account and examine credentials, passwords, and access key usage. Identity and Access Management (IAM) topics such as users, groups, roles, and managed policies are also covered.
Securing AWS: Data Protection	There are a number of mechanisms in AWS for securing data-at-rest and data-in-transit. Explore topics including cryptography basics, access keys and pairs, client-side vs. server-side encryption, AWS KMS, Certificate Manager, and CloudHSM.
Cloud Security Fundamentals: Cloud Application Security	Explore how to secure applications in the cloud, including training and awareness, assurance and validation, the secure SDLC, federated services, SSO, and advanced managed services from cloud providers.
Cloud Security Fundamentals: Legal & Compliance	Explore the critical and often over-looked approaches to legal and regulatory compliance when working with cloud solution providers.
Certified Information Systems Auditor (CISA) 2019: IAM & Data Classification	Explore how multifactor authentication and role-based access control lessen the risk of system compromise and privilege abuse, and how data classification uses tags to organize data, in preparation for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: Performance & Management	Efficient delivery of IT systems includes cost reduction and optimized system performance. Discover how a structured approach for implementing changes and patches can reduce security incidents and downtime, in preparation for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: Virtualization & Cloud	Explore how virtualization provides efficient hardware usage and security boundaries and how cloud computing tracks pooled IT resource usage and charges fees accordingly as you prepare for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: Digital Asset Protection	Security technicians must determine which security controls most effectively protect assets at a reasonable cost. Explore IT maturity models, and endpoint, IoT, and mobile device security.
Certified Information Systems Auditor (CISA) 2019: Data Storage & Malware	Explore the variety of methods through which stored data can be secured and made highly available, despite the realization of malware threats, as you prepare for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: BCP & Network Security	Organizations must plan for resiliency in the face of malicious attacks, as well as natural and man-made disasters. Explore a variety of disaster planning strategies and network security configurations.
Certified Information Systems Auditor (CISA) 2019: System Design & Analysis	Explore systems planning, testing, integration, and delivery to ensure the timely delivery of system changes or entire new solutions, as you prepare for the CISA exam.
Certified Information Systems Auditor (CISA) 2019: Testing & Vulnerability	Examine auditor responsibilities such as identifying network and host weaknesses and report them to stakeholders, along with recommendations to improve the organizational security posture.
Certified Information Systems Auditor (CISA) 2019: Digital Evidence Gathering	Discover the importance of taking appropriate care when gathering, handling, and storing digital evidence so that it remains admissible in a court of law. Explore digital forensics, chain of custody, order of volatility, and hard disk imaging.
Certified Information Systems Auditor (CISA) 2019: Continuous Monitoring	Explore the continuous needs of monitoring business processes and supporting IT solutions, and how IS auditing can identify where this can be improved upon.
Certified Information Systems Auditor (CISA) 2019: Scenario-Based Practice	Discover how to apply the IS audit process to ensure adequate risk mitigation for audit planning, security control selection, travelling user vulnerability mitigation, Wi-Fi hardening, and proper PKI key implementation.
OWASP: Top 10 & Web Applications	Web applications rely on numerous underlying infrastructure components including PKI. Discover the overall web application ecosystem with a focus on the OWASP Top 10 for 2017.
OWASP: Web Application Security	A number of high-level security controls such as web application firewalls and secure coding practices go a long way in securing web applications. Explore vulnerability scanning and penetration testing tools and procedures.
OWASP: Top 10 Item A10	A lack of log analysis and security event monitoring results in security breaches going undetected for long periods of time. Explore aspects and recommendations focusing on OWASP Top 10 -2017 item A10: Insufficient Logging and Monitoring.
OWASP: Top 10 Items A9, A8, & A7	Discover security aspects focusing on OWASP Top 10 - 2017 item A9: Using Components with Known Vulnerabilities, item A8: Insecure Deserialization, and item A7: Cross-Site Scripting (XSS).
OWASP: Top 10 Items A6, A5, & A4	Explore security aspects focusing on OWASP Top 10 -2017 item A6: Security Misconfiguration, A5: Broken Access Control, and A4: XML External Entities.
OWASP: Top 10 Items A3, A2, & A1	Discover security aspects focusing on OWASP Top 10 - 2017 item A3: Sensitive Data Exposure, A2: Broken Authentication and A1: Injection.
TestPrep ITIL 4 Foundation	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Preventing Harassment in the Global Workplace â€" Employee Edition, Version	As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe.
Preventing Harassment in the Global Workplace â€" Manager Edition, Version 1.0	As a manager, you play a vital role in supporting your company's efforts to create a workplace defined by respectful and professional interaction between employees. This includes not only preventing illegal harassment, but also avoiding intimidating, hostile, or otherwise uncivil behavior. You have a responsibility to model appropriate behavior in how you treat your employees and to address any instances of inappropriate conduct swiftly and appropriately.
Mentoring ITIL Foundation	Skillsoft Mentors are available to help students with their studies for the ITIL Foundation exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring MD-100 Windows 10	Skillsoft Mentors are available to help students with their studies for exam MD-100 Windows 10. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring PMI Agile Certified Practitioner	Skillsoft Mentors are available to help students with their studies for the PMI Agile Certified Practitioner exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
TestPrep PMI Agile Certified Practitioner	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Taking the Lead with Workplace Motivation and Engagement	The best leaders are masters in workplace motivation and engagement. In this course, you will learn the characteristics of motivation and engagement, as well as techniques for optimizing both. You will also learn techniques for motivating and engaging yourself and others, in both onsite and remote situations.
Outwitting Your Cognitive Bias	In order to make the best business decisions, you need to confront â€" and overcome â€" your cognitive biases. In this course, you will learn techniques for identifying cognitive bias, as well as strategies for overcoming specific biases.
Design Thinking for Innovation: Defining Opportunities	Engaging with stakeholders produces valuable data, which can be constructively used for analyzing the stakeholder experience. In this course, you will learn how to translate data into actionable insights and define opportunities through tools like experience mapping and affinity clustering. This course was developed with subject matter provided by PDD. (www.pddinnovation.com)
Design Thinking for Innovation: Brainstorming and Ideation	Brainstorming without structure rarely yields plentiful and new results. In this course, you'll learn techniques to spur creative thinking, and techniques to communicate and critique ideas. This course was developed with subject matter provided by PDD. (www.pddinnovation.com)
Design Thinking for Innovation: Prototyping and Testing	The Design Thinking approach advocates early stakeholder engagement in the co-creation and development of solutions. In this course, you'll learn about techniques for prototyping and testing in order to Â iteratively develop solutions more efficiently with stakeholders. This course was developed with subject matter provided by PDD. (www.pddinnovation.com)
Framing Opportunities for Effective Data-driven Decision Making	Framing opportunities for effective data-driven decision making involves documenting a specific opportunity and desired business outcome. This helps to ensure that you focus resources on the right analysis, at the right time, and with the right approach. In this course, you will learn how to frame a problem by asking the right questions. You'll also learn about identifying and testing assumptions. Finally, you'll learn how to create an effective problem statement. This course was developed with subject matter provided by the International Institute for Analytics. Â (www.iianalytics.com)
Working with Data for Effective Decision Making	High-performing enterprises employ purpose-based data sourcing to effectively address well-framed business opportunities. In this course you'll learn how to identify, scope, and validate data for effective decision making. This course was developed with subject matter provided by the International Institute for Analytics. Â (www.iianalytics.com)
Guiding the Analysis for Effective Data Driven Decision Making	Selecting an appropriate analysis method to best address the business opportunity and solve your identified problem is critical to effective data driven decision making. In this course, you'll learn about analytics categories, business intelligence, selecting an appropriate analytical method, and evaluating and refining your analysis. This course was developed with subject matter provided by the International Institute for Analytics. Â (www.iianalytics.com)
Motivating Action with a Compelling and Data-driven Story	The right story narrative can persuade and enable company leadership to make smart, informed and intentional decisions about their business. In this course, you'll learn how to build a compelling, data-driven story that adequately answers the framed problem, and motivates action among key stakeholders. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Preparing Impactful Presentations that Drive Decision Makers to Action	Just as some people prefer paper to electronic books, different people prefer different presentation approaches.
Positioning Powerful Messages to Enable Action	Delivering a powerful message requires the message to be succinct, clear, and compelling. Even if a presentation looks great, has all the facts right, and is based on a lot of solid work, it isnâ€™t enough. In this course, you'll learn about best practices to ensure your message is effectively positioned for your target audience to enable action. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Acrobat Pro DC: Getting Started	Acrobat Pro DC is a PDF creation application that gives you the tools you need to read, create, and manipulate PDF files. Explore the interface and its features to better understand the application, and learn how to customize Acrobat Pro DC and its interface to optimize your experience.
Acrobat Pro DC: Creating & Illustrating Documents	Acrobat Pro DC allows you to create PDF files from different sources. Youâ€™ll see how transform files, web pages and more into PDF files. In order to personalize its use, you can edit and illustrate these files. Add text, images, links, videos and more to enrich the document. Once ready you can print the file or export to other formats.
Acrobat Pro DC: Formatting Files	Acrobat Pro DC has a set of features designed to help you format PDF files and adapt them to your needs. You'll see how to add a background and a watermark to enrich the document. If you need to consult other data or information sources while working on your document, it's possible to attach files or add actions to open files and web pages quickly. To improve a file's reading experience, Acrobat Pro DC also allows you to create link destinations and define articles on your document.
Excel 2013: Conditional Formulas	Conditional formulas let you perform a calculation on a range of values by specifying the criteria the data must meet. Discover how to use built-in conditional formulas and create your own.
Excel 2019: Working with Data in	Once your Excel PivotTables have been created you'll need to know how to manage and work with the data contained within. See how to analyze, calculate, collaborate and more with Excel PivotTables.
Excel 2019: Using Conditional Formulas	Conditional formulas let you perform a calculation on a range of values by specifying the criteria the data must meet. Discover how to use built-in conditional formulas and create your own.
Excel 2019: Finding & Analyzing Information with Formulas	There is a wide variety of tools that can be used to retrieve, return, and calculate data in Excel. See how to retrieve date information and rank values, retrieve, combine and separate data that is already available, and automate and simplify calculations using look-up tools and SUMPRODUCT.
Excel 2019: Configuring Options & Settings	Get more out of Excel by customizing it to your own needs. Learn how to manage your account, connected services, and add-ins; configure input, template, and formula options; and customize the interface, ribbon, and Quick Access Toolbar.
Excel Office 365: Using Conditional	Conditional formulas let you perform a calculation on a range of values by specifying the criteria the data must meet. Discover how to use built-in conditional formulas and create your own.
Excel Office 365: Finding & Analyzing Information with Formulas	There is a wide variety of tools that can be used to retrieve, return, and calculate data in Excel. See how to retrieve date information and rank values, retrieve, combine and separate data that is already available, and automate and simplify calculations using look-up tools and SUMPRODUCT.
OneNote for Windows 10: Creating & Opening Notebooks	Your Windows 10 device allows you to take and organize your notes through the OneNote app. Get started with OneNote for Windows 10 by learning the tools and interface.

Course	Description
OneNote for Windows 10: Creating & Enhancing Notes	Notes in OneNote for Windows 10 are easy to create. These can be customized to be more effective. Explore different ways to create and apply different formats to your notes, and how to customize notes with bullets, lists, and special characters.
OneNote for Windows 10: Illustrating Notes	Notes in OneNote for Windows 10 do not have to contain text only. Explore ways to illustrate notes, including adding images, screenshots, tables, links, shapes, and audio and video recordings.
OneNote for Windows 10: Organizing a Note Page	Once you've added text and data in your pages, you may want to arrange them. Learn how to duplicate, move, and tagging objects in order to have a structured page. You can also customize the appearance of your page and print it.
OneNote for Windows 10: Organizing & Managing Notebooks	Having a well ordered notebook will help you be more efficient at planning your work, projects and notes. Learn how to split or group information into sections and pages. You can also back your notebook up or even delete it.
OneNote for Windows 10: Configuring	OneNote for Windows 10 can be configured to suit your personal preferences. Discover how you can customize the interface, display mode and manage your accounts.
Outlook 2013: Calendar Tools	Explore the calendar in Outlook 2013, create events, organize meetings, and manage multiple calendars. In addition, discover how to create, assign, organize, and customize tasks.
Project 2019: Opening & Navigating the Application	Microsoft Project is the gold standard for managing projects from the small to very large. Discover the Project 2019 and Project Online Desktop interface, including zoom, navigation, copying, pasting as well as finding items. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Setting Up Projects	Start working on your first project. Discover how to create new projects, decipher project structure, work with displays, and work with templates. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Saving & Exporting Projects	Project allows you to save and export projects in different formats. Discover how to export projects; modify page setup; print, email, and compare as well as reuse project data. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Creating & Organizing Tasks.	Tasks are a project's metrics that need to be tracked and monitored. Discover how to insert and edit tasks; and link, split, sort, filter, and organize tasks. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Managing Tasks	Once you've created tasks in Project, you'll need to know how to enhance and manage your tasks. See how to insert columns, dropdown menus and even import tasks from external applications. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Using & Formatting Gantt Charts	Gantt charts are an invaluable project management visual aid. Discover how to format table text, change chart appearance, format bars, apply bar styles, display progress lines, and draw on Gantt charts. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Tracking Projects	Project managers need to be able to track projects. Explore the timeline, adding baselines, tracking project progress and critical tasks, adding milestones, using task indicators, rescheduling, and modifying calendars. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Illustrating Projects	Reports often help stakeholders who aren't directly involved in projects to understand their progress, so visuals are critical. Discover how to illustrate projects with shapes, images, and links. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Visualizing Data in Charts & Tables	Data is extremely useful, but often you need to visualize the relationships laid out by the data. Discover how to visualize Project data, including working with and formatting tables, charts, and PivotTables. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Using the application with Office 365	If you have the Office 365 subscription with Project 2019, you will have access to additional features. These features include the ability to create and manage sprint charts as well as agile projects like waterfall projects. This course has been recorded in a Project Online Desktop Client environment.
Emergency and Disaster Preparedness - Cal/OSHA	Emergencies and disasters can strike at any time, anywhere, and without any warning. In this course, you'll learn about ways to prepare and respond to emergencies and disasters. You'll also learn about safe evacuation practices. Then you'll be introduced to the best ways to respond to specific natural and manmade emergencies and disasters.
Workplace Safety Orientation 2.0	This course will provide an awareness-level orientation to basic industrial safety fundamentals. It was designed to provide an overview of some of the basic concepts and techniques used in modern industry to protect workers. It also describes the purpose of the following safety programs: Hazard Communication, Bloodborne Pathogen Safety, Lockout/Tagout, Confined Space Entry, Emergency Response, Respiratory Protection, Personal Protective Equipment, and Hearing Conservation.
Computer Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Confined Spaces in Construction 2.0	Confined Spaces in Construction is a comprehensive standard designed to provide protection to employees. Recognizing the unique challenges faced by the construction industry, the standard includes a permit program designed to protect employees from exposure to atmospheric and physical hazards. It also incorporates provisions that address construction-specific challenges, accounts for advancements in technology, and improves enforceability of the requirements.
Ergonomics in the Workplace 2.0	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to both office and industrial settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Laser Safety Training	This course is intended to provide awareness of the fundamentals of Class 3B (moderate) and 4 (high-power) lasers or laser systems. The content in this course is designed to comply with the intent of the applicable ANSI regulatory requirements.
Retail Safety	The retail sector is one of the largest employers in the world. In the US, the industry is so important that the Retail Sales Index is considered a lead indicator for the country's economy. From brick-and-mortar stores to online sales to large service centers, modern retailers occupy a wide range of business premises. With so many people working in the industry, in such a diverse variety of workplaces, health and safety in the workplace must be a priority for employers and employees.
Safe Work Practices	This course provides information about day-to-day safe work practices and working safely with equipment and hazardous materials. The intent of the course is to enable the learner to identify those practices that must be followed, that will either eliminate or minimize the potential for injury from workplace hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Slips, Trips, and Falls 2.0	Slips, trips, and falls constitute the majority of general workplace accidents and are responsible for a number of accidental deaths, second only to motor vehicles as a cause of fatalities from accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Emergency Response in the Workplace	This course provides information about planning for and responding to emergencies. The intent is to provide the learner with basic information on procedures that cover onsite emergencies such as an accidental release or spill of a hazardous chemical, fire emergencies, explosions, bomb threats, threats to security, or personal injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Workplace Security Awareness	This course will provide an awareness-level orientation of basic workplace security fundamentals and appropriate actions for workers to take in the event of potential threat situations that may be encountered in the workplace, including encountering trespassers, receiving phone threats, dealing with workplace violence incidents, evacuating during an emergency, and protecting against various types of terrorist acts. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Incident Investigation and Reporting	This course will provide an overview of incident investigation and reporting procedures. The incident investigation and reporting process helps to provide a safe working environment by determining the causes of a incidents, and then reporting them so that incidents can be prevented in the future. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
PPE: Eye and Face Protection	This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your eyes and face. It will assist you in selecting and maintaining the proper equipment based on the hazards present in the workplace.
Global Safety Principles: Silica in General Industry	Silica exposure can cause damage to a worker's health and wellbeing. Crystalline silica is classified as a human lung carcinogen and is known to cause respiratory diseases, including an especially damaging one â€" silicosis. Effective measures are available to protect workers from exposure and to reduce and prevent its potentially devastating health effects. It's important that employees recognize the potential hazards of silica exposure so they can protect themselves. This course covers hazard recognition, potential health threats, exposure prevention, and control, and is intended for employers and employees in general industry activities.
Global Safety Principles: Silica in Construction	Silica exposure can cause damage to a workerâ€™s health and wellbeing. Crystalline silica is classified as a human lung carcinogen and is known to cause respiratory diseases, including an especially damaging one â€" silicosis. Effective measures are available to protect workers from exposure and to reduce and prevent its potentially devastating health effects. It's important that employees recognize the potential hazards of silica exposure so they can protect themselves. This course covers hazard recognition, potential health threats, exposure prevention, and control measures and focuses on construction-specific requirements.
Global Safety Principles: Laser Safety	This course is intended to provide awareness of the fundamentals of Class 3B (moderate) and 4 (high-power) lasers or laser systems.
Radiation Safety	This course is designed to familiarize you with the health implications associated with ionizing radiation, and measures that can be used to protect you from radiation exposure. There is a significant health risk to workers if radiation sources are not properly controlled.
Hot Work Permits	Hot work can be defined as any operation such as brazing, cutting, welding, grinding, soldering, heat treating, or torching that can cause sparks or flames. While such work is necessary, the hazards associated can be minimized through an effective hot work permit program. This course provides an overview of an OSHA-compliant hot work permit program, including the permit process, roles and responsibilities, and controls used to minimize the risk of fire.
Welding, Cutting, and Brazing	Welding, cutting, and brazing are hazardous activities that pose a unique combination of both safety and health risks to more than 500,000 workers in a wide variety of industries. The risk from fatal injuries alone is more than four deaths per thousand workers over a working lifetime. This course will inform learners of potential health and safety risks unique to welding, cutting, and brazing. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Workplace Inspections	Employers have a responsibility to maintain safe working conditions for their employees and to comply with the government health and safety standards that are applicable to their establishments. They must also ensure that employees have and use personal protective equipment when required for safety and health as they do their jobs. When employees stay whole and healthy, businesses also benefit. They experience lower workers' compensation insurance costs, decreased payout for return-to-work programs, fewer faulty products, and increased productivity. One of the key ways that employers can maintain safe and compliant working conditions is to conduct regular and thorough workplace inspections.
TestPrep XK0-004 CompTIA Linux+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Domestic Violence Awareness for Federal Employees	The problems of dating violence, domestic violence, sexual assault, and stalking do not only affect homes; they can also affect the workplace. An employee may be harassed at work by phone calls or e-mails, or their attendance and performance may suffer in various ways as a byproduct of what they are experiencing. Coworkers and supervisors need to be prepared to respond sensitively and appropriately. This course explains what domestic violence is and how to recognize when someone at work may be experiencing it. It then offers guidance on how to respond in ways that align with federal agency policies to support victims of domestic violence.
Hatch Act Overview	Introduced in 1939, the Hatch Act is a federal law designed to protect all federal employees from political coercion. This course provides a high-level overview of the essential provisions of the Hatch Act, including its purpose and key definitions. It describes the political activities that federal employees are prohibited from engaging in, as well as those they can participate in.
Insider Threat Awareness	Government agencies face a dual threat to their security - that from outsiders trying to access data and systems, and from insiders - employees, contractors, or partners - who misuse, whether intentionally or not, their authorized access. Insiders represent a substantial threat because they have knowledge and access to systems, allowing them to bypass security measures through legitimate means. This makes them difficult to detect. To manage potential insider threats, government agencies and departments must establish a security framework that protects, detects, and responds to insider risks to systems, assets, and data. This course introduces essential concepts related to insider threats, focusing on employees' role in protecting their agency's sensitive data and systems. The course provides an overview of common characteristics and indicators associated with malicious insiders and effective ways to respond if you suspect someone inside your agency poses a threat.
Navigating Software Testing Tools: Types of Software Testing Tools	There are several types of software testing tools for testing different aspects of web applications, including web service, REST API, load, and relational database testing. Explore the different types of tools along with some examples of popular tools of each type, and recognize what to look for when selecting a tool.
Software Testing for DevOps: Testing & DevOps Overview	Explore a foundational overview of DevOps testing, including best practices, key software testing strategies, how software testing has evolved with the adoption of DevOps movement, and key terms and concepts specific to DevOps testing.
Software Testing for DevOps: DevOps Testing Pipeline	Explore the DevOps testing pipeline, including test strategies in a DevOps culture, and continuous integration and deployment. Discover how to work with test environments and orchestrate software tests in a DevOps culture. Working with Git for version control, CircleCI for continuous integration, Docker containers for application packaging, and VirtualBox and Vagrant to provision infrastructure is also covered.
Software Testing for DevOps: DevOps Test Tools	Discover key DevOps test tools like Apache JMeter, Selenium, Vagrant, and Chef. Explore the advantages of some tools over others, selection criteria, the role of automation in a DevOps culture, and best practices for testing strategy in a DevOps culture.
AWS Cloud Practitioner 2019: AWS Cloud and the Value Proposition	Explore the core concepts that define the AWS Cloud and cloud computing. Examine cloud computing offerings, models, and the benefits and features of Amazon Web Services. In addition, discover AWS's value proposition including aspects of agility, elasticity, cost, flexibility, and security. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Cloud Economics	Examine the fundamentals of AWS Cloud Economics, including pricing models and tools such as the AWS TCO calculator and the monthly cost calendar. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.

Course	Description
AWS Cloud Practitioner 2019: Architecture Design Principles	Explore the key aspects of AWS architectural design principles beginning with the first root account and identity and access decisions. Examine cloud computing virtualization concepts, VPCs, AMIs, and networking design principles. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Shared Responsibility	Examine the key aspects of the AWS shared responsibility model including the dynamic responsibilities between AWS and their customers based on the services used. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Cloud Security & Compliance	Discover the benefits of AWS security and the vital role that AWS can play in organizational certification and attestation. Examine laws, regulations, and privacy, as well as compliance alignments and frameworks. This course can be used in preparation for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: AWS Access Management	Access management is a vital pillar of AWS security. Examine the concept of access management, with a focus on Identity and Access Management. Explore bastion hosts, Appstream 2.0, CLI access, Single-Sign-on, and Cognito. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Security Support Resources	Examine the core security support services including NACLs, Security Groups, WAF, AWS Shield Standard and Advanced, Amazon Inspector and GuardDuty. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AZ-103 - Microsoft Azure Administrator: Azure Load Balancer	Discover how to create internal and public Azure load balancers, explore load balancer health probes, backend pools, and inbound NAT Rules, load balancing rules and Azure application gateway, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Hybrid Identities	Examine Azure hybrid identities, Azure AD Connect, and Azure Single Sign-on in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-103 - Microsoft Azure Administrator: Azure Multi-Factor Authentication	Explore how to configure Azure multi-factor authentication, enable and disable MFA using the portal, block and unblock users, configure fraud alerts, and configure verification methods, in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-301 - Microsoft Azure Architect Design: Azure Storage Design	Discover how to apply knowledge of Azure storage solutions such as storage accounts, file shares, databases, and datawarehousing to address business needs, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Network Design	Discover how to apply knowledge of Azure VNets, IP addressing, firewalls, and network security groups to address business needs, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Compute Design	Discover how to apply knowledge of Azure virtual machine deployments and HPC to address business needs, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure VPN Design	Discover how to apply knowledge of PKI certificate and Azure VPN configurations to address remote networking needs, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure AD & RBAC Design	Discover how to apply knowledge of Azure AD objects, settings, and RBAC role assignments to address business needs, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure AD Connect, MFA, & SSO Design	Discover how to apply knowledge of how to link on-premises AD to Azure AD along with MFA, SSO, and various sign-in methods, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure AD Permissions Design	Discover how to apply knowledge of Azure AD roles and privileged identity management to specific scenarios in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure App Design	Discover how to plan the deployment and management of Azure web applications and load balancing to address business needs. Explore App Service configuration, slot-based deployment, Azure load balancer, and Azure application gatewayÂ in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Key Vault and Key Design	Discover how to deploy and manage security solutions such as Azure Key Vault and key managementÂ in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Migration Planning	Discover how to plan the migration of on-premises compute, data, and network resources to the Azure cloud while maintaining regulatory compliance, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Cost Management	Discover how resource tagging can facilitate Azure cost management and explore other options such as reserved instances, SLAs and pricing, Azure budgets, Azure cost analysis, and the Azure pricing calculator, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Policy Planning	Discover how to plan the use of Azure policies to control resource deployment and usage. Explore different policies such as backup, custom, MFA registration, and conditional access baseline policies, and learn about policy assignments and on-premise system state backup. This course can be used in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Site Recovery Design	Discover how to plan for the use of Azure Site Recovery to ensure business continuity. Explore Azure Data Centers, site recovery planning, recovery service vault, Azure Backup, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure DevOps Planning	Explore how to plan the use of various Azure DevOps-related resources and ensure efficient creation, testing, and continuous delivery of custom software in Azure, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Service Design Part 1	Discover how to apply Azure knowledge to address specific business IT scenarios, specifically Azure storage, compute, network, web application, and high availability solutions, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-301 - Microsoft Azure Architect Design: Azure Service Design Part 2	Discover how to apply Azure knowledge to address specific business IT scenarios, specifically Azure monitoring and alerts, cost management, user security, and software development solutions, in preparation for the AZ-301: Microsoft Azure Architect Design certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Managing Azure	Explore various tools like Azure Portal, Azure Cloud Shell, Azure PowerShell, Azure CLI, Azure Storage Explorer, ARM Templates, and Azure Migration that can be used to manage and automate Azure resource deployment and management, in preparation for the AZ-300: Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Architecting Azure Storage	Discover how to deploy and manage Azure storage accounts, including creating shared access signatures and configuration replication, in preparation for the AZ-300: Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Architect Azure Networking	Discover how to configure Azure network components to support cloud-based IT solutions, in preparation for the AZ-300: Microsoft Azure Architect Technologies certification exam. Explore VNet and subnet creation using the Azure Portal, PowerShell, and the Azure CLI. Public IP addresses, VNet firewalls, VNet routing, custom VNet DNS servers, VNet peering, virtual network interfaces, and network security groups are also covered.
AZ-300 - Microsoft Azure Architect Technologies: Azure Virtual Machines	Explore how to plan, deploy, and manage Azure virtual machines running Windows and Linux operating systems. Discover how to use the Azure Portal, PowerShell, and the Azure CLI to create Windows and Linux VM, as well as how to generate SSH keys, configure public key authentication, resize VMs, enable disk encryption, save deployments as templates, and create and associate VM disks, in preparation for the AZ-300: Microsoft Azure Architect Technologies certification exam.
Microsoft Azure Architect Technologies: Azure Files and Databases	Discover how Azure file shared and databases can be used to address business needs. Explore the use of storage account permissions, mapping file shares for Windows and Linux, database deployment, table storage, and database replicas. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
Microsoft Azure Architect Technologies: Azure Active Directory	Azure AD is used to store user, group, device, and application configurations for use with Azure. Explore how to configure AD authentication, create and view the details of AD domains, manage AD users via various methods, manage groups, join devices to a domain, and create and remove apps. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Azure AD Connect	Discover Azure AD Connect, which links an on-premises AD environment with Azure AD, allowing for seamless authentication for on-premises and cloud-based apps. Explore additional Azure AD options such as self service password reset and self service group management, and how they can be used to reduce help desk tickets. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Azure AD MFA	Multifactor authentication enhances user sign-in security. Explore the various MFA options that determine the user MFA experience, as well as how to block and unblock users, configure trusted IPs, enable MFA for admin accounts, and perform AD access reviews. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
Microsoft Azure Architect Technologies: Azure Remote Connectivity	Virtual Private Networks provide secured remote network access through an encrypted tunnel. Explore how Microsoft Azure supports both site-to-site and client-to-site VPNs, as well as how to configure a S2S IPsec tunnel, generate PKI certificates for VPN use, configure a P2S VPN, and connect devices to a VPN. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Azure Roles and Policies	Role-based access control can be used to delegate limited Azure administrative tasks to others. Policies are more granular than RBAC and can also be used to audit Azure configurations. Discover how to assign, create, and delete RBAC roles and how to plan, assign, and work with policies in Microsoft Azure. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Azure Roles and Policies	Web application performance can be improved by using multiple virtual machines serving up the same app behind a load balancer. Inbound management of back-end virtual machines is enabled through load balancer inbound NAT rules. Explore how to work with Azure load balancers and Azure Application Gateway. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: High Availability	Azure high availability options help to ensure business continuity. Discover how to implement high availability solutions, including disaster and site recovery planning, Recovery Services vault creation, backup and replication, failover testing, and configuring machine scale and availability sets. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Azure Monitoring	Azure provides various methods of monitoring resource performance and usage. Explore how action groups can be used to automate alert notifications based on monitored metrics, as well as how to enable VM diagnostics, use the Azure Monitor tool, perform log queries, export diagnostics, and enable web app logging. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Managing Azure Costs	Discover the numerous ways Azure cloud computing charges can be reduced, including scheduling virtual machine shutdown, deploying reserved instances, and configuring Azure budgets with ceiling spend limits. Explore how to analyze Azure charges and use the Azure Pricing Calculator to estimate monthly costs. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: DevOps & Azure	DevOps integrates systems management with software development practices. Explore the functionality Azure provides DevOps solutions such as Azure Functions, API Gateway, Service Fabric and others. Also discover logic apps, messaging options, and storage queues. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Architecting Azure Solutions I	Architecting Azure solutions means matching Azure resource configurations with business needs such as those related to virtual machines, cloud backup and cloud-based databases. Learn to deploy and configure Virtual Machines, as well as deploy Azure SQL databases and configure backup retention. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-400 - MS Azure DevOps Solutions: Migration & Consolidation Strategy for	Explore Microsoft Azure DevOps migration and consolidation tools in preparation for the Microsoft Azure DevOps Solutions (AZ-400) certification exam.
AZ-400 - MS Azure DevOps Solutions: Design & Implement Agile Work	Discover how to use Azure DevOps tools and processes to implement an Agile work management approach in preparation for the Microsoft Azure DevOps Solutions (AZ-400) certification exam.
AZ-400 - MS Azure DevOps Solutions: Design a Quality Strategy & Secure	Discover how to examine the code behind a cloud application for security and quality and explore quality metrics, security validation, testing strategies, secure development lifecyce and more in preparation for the Microsoft Azure DevOps Solutions (AZ-400) certification exam.
AZ-400 - MS Azure DevOps Solutions: Tool Integration	Examine how to integrate Azure DevOps tools into the application creation and deployment strategy. Explore licensing, software development lifecycle, authentication and access, and cloud hybridization, in preparation for the Microsoft Azure DevOps Solutions (AZ-400) certification exam.
AZ-400 - MS Azure DevOps Solutions: Version & Source Control	Discover how to integrate version and source control management into the Azure DevOps application and infrastructure pipelines, in preparation for the Microsoft Azure DevOps Solutions (AZ-400) exam.
MS Azure DevOps Solutions: Code Flow & Mobile DevOps	Explore the flow of code through the CI/CD pipeline and DevOps strategy for mobile app development. Examine pull requests and fork strategies, branch policies, working with the Visual Studio App Center, testing mobile applications, and distributing release binaries to end user devices. This courseÂ can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Application Configuration & Secrets	Explore the Azure App Service and how to configure Azure tools to use secrets for secure access and development. This courseÂ can be used in preparation for the AZ-400 - Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Manage Code Quality & Security Policies	Discover how to manage the quality of code and integrate security tools and policies into the continuous integration pipeline in Microsoft Azure. The course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Azure DevOps Infrastructure	Examine the use of containers in the Azure DevOps methodology of application deployment. Discover how to use Docker, Kubernetes, and Azure Container Registry to configure and manage containers. Explore the role Azure Pipelines and Jenkins play in continuous integration and continuous deployment, as well how to use and configure build triggers, agent pools, and automated workflows. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
MS-900 - Microsoft 365 Fundamentals: Deployment Planning, Azure, & Updates	Windows 10 offers several different update options. Explore deployment planning, Azure, and update channels in preparation for the Microsoft 365 Fundamentals (MS-900) exam.
MS-100 - Microsoft 365 Identity and Services: Planning a Microsoft	Explore key considerations for planning and implementing a Microsoft 365 solution. Discover how to add, verify, and manage domains, configure user identities, and manage DNS in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.

Course	Description
MS-100 - Microsoft 365 Identity and Services: Tenancy & Subscriptions	Explore subscriptions and tenant roles, upgrading existing subscriptions, and monitoring license allocations in Microsoft 365. This course can be used to prepare for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Subscription & Tenant Health	Discover how administrators can ensure subscription and tenant health for an Microsoft 365 implementation. Explore service health, response plans, and reporting, in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Migrating Users & Data	Discover how to migrate user data and e-mail to Office 365, explore methods and tools for performing a migration, and examine methods for implementing an identity model in Office 365.
MS-100 - Microsoft 365 Identity and Services: Identity Strategy	Discover how to evaluate requirements and solutions for synchronization, identity management, and authentication when planning an identity strategy. This course can be used to prepare for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Designing a Hybrid Identity	This course covers planning and designing an identity strategy from its adoption through to its implementation, and examines how to address synchronization, authentication, access control, and protection requirements. This course can be used to prepare for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Manage Azure AD Identities	Explore common Azure AD identity management tasks such as managing user access with access reviews, resources and apps using Azure AD groups, users and passwords, Azure AD roles and role membership, and product licenses. This course can be used to prepare for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: User Roles	Azure AD use roles to manage a variety of tasks. Discover how to manage user roles, configure administrative accounts, and delegate administrative rights, in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-101 - Microsoft 365 Mobility & Security: Windows Defender Threat Protection	Discover the features of the Windows Defender Advanced Threat Protection security platform as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Threat Management	Explore the various threat protection tools and techniques used to detect and prevent cyber attacks and security breaches. Examine spoofing, malware, spam, encryption, and unauthorized access to data, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Security Reports & Alerts	There are numerous security reporting and alerting features when discussing Microsoft 365. Discover how to create and manage both security and Azure Identity Protection alerts, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Data Loss Prevention	Data Loss Prevention policies help protect sensitive information, thus helping comply with business standards and industry regulations. Examine how to create and manage DLP policies, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Azure Information Protection	Azure Information Protection is a cloud-based solution that can help secure and protect sensitive data. Explore planning, deploying, and managing AIP, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Data Governance	Data governance helps ensure data usability, integrity, and security. Discover how to implement and manage data governance in Microsoft 365, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: Auditing	Explore audit logging in Microsoft 365. This feature records user and admin activity to a log file, which provides helpful information for investigating and troubleshooting incidents within an organization, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
MS-101 - Microsoft 365 Mobility & Security: eDiscovery	Microsoft 365 offers numerous utilities to identify and deliver electronic information, known as eDiscovery. Explore these tools, as well as techniques used to gather information that can used as evidence in legal cases, as you prepare for the MS-101: Microsoft 365 Mobility and Security exam.
Ansible: Ansible for DevOps Provisioning	Explore the role and the key phases of Ansible automation for DevOps, including the Ansible key components and configuration parameters, and features of Ansible Playbook. Discover how to use Ansible components to set up Ansible on-premise, in a sandbox, and in the cloud, as well as how to create inventory files to enable communication with Ansible Server, and work with administrative commands to manage users, servers, and files. How to run Ansible Playbooks using AWX is also covered.
Ansible: Continuous Delivery and Monitoring Using Ansible Playbook and Tower	Explore the Ansible Tower features that help you to simplify configuration management and the Ansible Tower logging mechanism. Discover how to install Ansible Tower on Linux and launch it in the cloud, implement continuous delivery using Ansible Playbooks and Ansible Tower, and work with the Ansible Tower Dashboard. How to create projects, configure and manage jobs using Ansible Tower, and manage Ansible Tower logs using the Logging Aggregator Service is also covered.
Chef for DevOps: Managing Infrastructure Using Chef	Explore the implementation of Infrastructure as Code with Chef for DevOps, including the core principles, benefits, and components of Chef that are involved. Examine features, components, and tools of Workstation, the features and components of Cookbook, and the types of nodes that can be managed using Chef. How to set up Git to create a Chef repository, install Chef server, set up a Workstation, and work with Hosted Chef are also covered.
Chef for DevOps: Automate Infrastructure Using Chef Tools & Templates	Explore the concept of environment in Chef and the various attributes that can be applied in the environment, Chef Habitat, and Chef Automate. Examine the components used to build templates in Chef, as well as how to setup and configure Chef Client and Knife, generate Chef cookbooks, install Kitchen, work with Test Kitchen, install Chef Habitat, and work with Chef Habitat Builder. How to create recipes using template files and work with Chef Automate to automate infrastructure orchestration is also covered.
DevOps Collaboration Tools: Tools for Continuous Integration	Explore important DevOps tools used for collaboration and source code and repository management. Examine how to work with Bitbucket and JFrog Artifactory to manage code and artifacts. In addition, discover continuous integration, test automation, and configuration tools, how to set up DevoOps pipelines using Jenkins, how to integrate build and testing tools, and how to use Puppet for configuration management.
DevOps Collaboration Tools: Tools for Continuous Delivery	Explore prominent tools that can be used to implement automated deployment, manage containers, and monitor DevOps processes. In addition, discover how to select appropriate tools for DevOps implementation, automate release management using Puppet, build dashboards using Kibana, and implement continuous delivery.
Using Docker for DevOps: Introduction to Docker	Explore containerization and its features, as well as use cases for using Docker to implement DevOps processes. Discover how to install and configure Docker on Windows, Linux, and cloud, build Docker images using Dockerfile, create repositories on Docker Hub, and push container images to the Docker Hub repositories from local file systems.
Using Docker for DevOps: Configuring Docker for Continuous Delivery	Explore storage drivers in Docker, the differences between virtual machines, containers, and images, and the DevOps and continuous delivery reference architecture for Docker. Discover how to work with Docker command line to manage data volumes and create and manage networks. Examine how to work with Compose to run multi-container Docker applications, how to install, configure, and build projects using Docker Assemble, and how to setup Docker clusters using Swarm.
The Language of DevOps: DevOps Principles & Practices	Explore the essential principles, processes, and tools that can be used to adopt the DevOps culture. Examine the benefits and the lifecycle associated with DevOps, along with the terminologies that are frequently used in DevOps.
The Language of DevOps: DevOps Tools & Processes	Explore advanced terminologies and vocabularies associated with DevOps tools. Discover how to implement delivery pipelines and how to adopt DevOps in the cloud.
DevOps Mindset: DevOps Principles & Implementation Approach	Explore the challenges associated with the traditional approach of project management and the DevOps principles that we can be adopted to manage them. Examine the role of people, process, and technologies in implementing DevOps, along with the tools that can be used to facilitate team-driven DevOps development and the project management process. In addition, discover the benefits associated with the implementation of Continuous Integration, Deployment, Monitoring, and Reporting and how to implement the AWS DevOps pipeline.
DevOps Mindset: DevOps Implementation Using Tools	Compare the container-based and VM-based deployment approaches and explore the components of Docker and its container management features. Discover how to implement code repository and continuous code build using Maven and Git, and how to implement DevOps pipelines and deployment services using CodeDeploy, CodeCommit, and Jenkins.
Using Git for DevOps: Using Git Effectively	Explore the role of Git and the various frameworks that can be used effectively with it. Discover how to use Git commands and the GUI to manage repositories, use Git Distributed Workflows, configure branching, work with Git server to transfer data, and manage branching using Git commands.
Using Git for DevOps: Managing Conflict & Effectively Using Git Workflow	Discover how to implement remote repositories and build projects using appropriate workflows. Explore the concept of change integration and scenarios that lead to merge conflicts. In addition, examine how to use Git merge, Git rebase, the merge tool, GitFlow, and SourceTree to integrate changes, resolve merge conflicts, implement three way merge, and manage repositories and workflows.
Jenkins for DevOps: Jenkins Configuration for DevOps	Explore the role of Jenkins in DevOps, including the different types of jobs, and creating and configuring build triggers and build steps. Discover how to install and configure Jenkins, build freestyle jobs, and implement pipelines using WebUI and Jenkinsfile.
Jenkins for DevOps: Automated Testing & Advanced Jobs Using Jenkins	Explore automated testing, including the benefits associated with automated testing in Jenkins and instances where Jenkins shouldn't be used. Discover how to build Java projects to implement build and test automation, automate unit testing for Java projects, test performance using JMeter, implement TestNG testing, and generate TestNG reports. How to build parameterized and multi-configuration build jobs and run batches using Jenkins is also covered.
Puppet for DevOps: Installing & Working with Puppet Components	Explore the architecture of Puppet, including its essential components, the prominent open-source products it provides, its application and infrastructure management capability, the structure and essential components of the Puppet module, and the essential components and characteristics of Puppet language. Discover how to install and configure Puppet components to orchestrate and manage applications and infrastructures at scale and implement DevOps principles.
Puppet for DevOps: Working with Puppet Bolt & Continuous Delivery for PE	Explore the concept of managing data and facts using Hiera and Facter, as well as the essential characteristics and features of Puppet Bolt, the concept of jobs in Puppet, and the potential challenges associated with Puppet as a continuous delivery tool. Discover how to configure and work with Hiera to manage data, install and configure Puppet Bolt to automate manual steps using plans and tasks, and install and work with Continuous Delivery for PE to set up, build, and configure continuous delivery pipelines. Using the Impact Analysis Tool to measure the impact of recent deployment of Puppet code is also covered.
Storytelling with Data: Introduction	Explore the concept of storytelling with data, the processes involved in storytelling and interpreting data contexts. We will also explore the prominent types of analysis, visualizations, and graphic tools that we can use for storytelling.
Storytelling with Data: Tableau & PowerBI	Explore how to select the most effective visuals for storytelling, eliminating clutters, and the best practices for story design. We will also learn to work with Tableau and PowerBI to facilitate storytelling with data.
FSD Development with Python: API Development in Flask	Discover how to implement a working API using Python and the Flask framework. Explore RESTful APIs, practical applications for APIs, API framework choices, API scaffolding, HTTP data processing, working with JSON payloads, handling unexpected errors, and testing APIs with pytest.
RESTful Services for FSD: Building & Testing RESTful Services	RESTful services are a key component of Full Sack Development. Discover how to implement a working RESTful API using Python and the Flask framework, the best practices for RESTful services, and some of the challenges related to them. Explore some of the tools used to extend the features of RESTful APIs and to sanitize data for APIs, and implement handlers for an API endpoint.
FSD Front-end Development: Server Tools	JavaScript web development requires a supporting architecture and Node provides the back-end support that most front-end development code needs. Explore Node Package Manager, a tool that installs supporting software for most front-end development.
FSD Front-end Development: Testing Tools	During the development phase, developers rely on tools like the browser itself to analyze and fix bugs in the code. Explore testing frameworks that are used to assist with testing JavaScript applications, including Mocha, Chai, Enzyme, and Jest. Examine the different types of testing - unit, integration, and functional - and the use of component testing in a ReactJS application using snapshots.
FSD Front-End Development: Using JavaScript Functions	Browsers create events and it is the role of JavaScript (JS) to handle those events. The main unit of JavaScript is the function and this course identifies the role of the function within JS.
FSD Front-End Development: Writing Code with jQuery	Discover how using jQuery, a wrapper for JavaScript functionality, can reduce the amount of code required and abstract away the complexity of vanilla JS code development.
FSD Front-End Development: Frameworks	Discover how to add frameworks such as AngularJS, ReactJS and VueJS to increase page dynamism and page responsiveness, as well as shorten development time and handle data
FSD Front-End Development: UI Development with ReactJS	React is a framework that is used to create dynamic web pages and is powered by JavaScript. In this course, we demonstrate how to install and configure ReactJS. We discuss how components form the basis of a React application and will build and organize said components. We also demonstrate how we can integrate existing HTML into ReactJS components, explore routing and linking of components, and demonstrate how to access an external API in order to get and post data.
FSD Programming Languages Primer: FSD Front-end Primer	Explore the frameworks, languages, and tools used for front-end development.
MEAN for FSD Development: Introduction to the MEAN Stack	The MEAN stack is a combination of technologies that allows JavaScript developers to create end-to-end applications, from the browser through to the server side and database stores. Discover the different technologies that make up the MEAN stack and see how they fit together to deliver solutions.
MERN for FSD Development: The MERN Stack & FSD	The MERN stack represents a combination of popular technologies for robust and powerful web application development. Discover the different technologies that comprise the MERN stack and recognize how they are orchestrated together to deliver modern applications.
FSD Getting Started: Introduction to Full Stack Development	Discover the Full Stack Development methodology, including how it differs from traditional methodologies and how to begin the transition towards utilizing it in your company.
SQL in FSD Development	Explore the importance of SQL in FSD development, including the knowledge level needed, how to use SQL statements to create and manipulate database objects and data, and some best practices for using SQL efficiently. Discover how to install and configure PostgreSQL for use in FSD development, how to connect to a database using SQLAlchemy, and how to use Alembic to manage database revision.
FSD Software Testing: Full Stack Developer Software Testing	Full Stack Developers rely on numerous technologies and frameworks. Discover the tools used to test front-end user interfaces, databases, web API services, and back-end code. In addition, review the tools for logging and analyzing test results.
CompTIA Linux+ XK0-004: Introduction to Linux & the Command Line	Discover Linux, its origins, distributions, and command line interface for managing a Linux system, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Managing Users & Groups	Explore creating, editing, and deleting user accounts and groups as well as using groups to set up shared access between users, as you prepare for the XK0-004: CompTIA Linux+ certification exam.

Course	Description
CompTIA Linux+ XK0-004: File Access & Permissions	Explore filesystem permissons and ownership commands for managing Linux filesystems including the use of Filesystem Access Control Lists (FACLs), as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Disk Partitions & File Systems	Explain how disk partitions and file systems are created and used in Linux, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Logical Volumes & Filesystem Hierarchy	Explain disk and filesystem management with the use of logical volumes and the Filesystem Hierarchy Standard, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Using vi/vim to Edit Files	Discover the text editing features, modes, and key sequences necessary to use the vi/vim editor, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Locating & Manipulating Files	Discover how to find and search for files in the filesystem, how to list files, and how to view the contents of files, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Searching & Manipulating File Contents	Discover command lines tools to parse, filter, sort, and edit the contents or output of files and commands, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Boot Process &	Explore how Linux boots and how to configure the boot process; and, how to use kernel modules and configure kernel options, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Graphical User Interfaces	Discover the X windowing system and the Gnome and KDE graphical user interfaces, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Managing	Explore the service managers like systemd, SysVinit, and Upstart used to manage services and system initialization, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Troubleshooting Services	Discover how processes work, how to determine when they may be causing problems, and how to troubleshoot, fix, or terminate those processes, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Managing & Configuring Hardware	Discover how Linux finds and configures hardware, how hardware can be manually detected, and how to configure and use printers, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: TCP/IP & Networking	Explore general networking concepts like TCP/UDP, ports, IP communications; and discover how to configure network interfaces in Linux, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Troubleshooting Network Connections	Discover tools and troubleshooting techniques to diagnose and correct common network connection issues, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Installing & Managing Software	Discover how to install, remove, update, and manage software using software package managers apt, yum, and dnf, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Installing Software from Source Code	Discover how to build and install software from source code, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Security Best	Explore security concepts, best practices, and describe how to harden a system service like SSH for clients and servers, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: SELinux &	Explore SELinux and AppArmor and how they can be used to protect systems and the apps running on those systems, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Network Firewall & Traffic Filtering	Discover how to configure and manage a host-based firewall using firewalld or iptables, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Backup & Restore	Discover tools and methods to backup and restore files, partitions, and disks in Linux, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Scheduling Tasks	Discover at, cron, and anacron for scheduling future and repetitive tasks, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Git Version	Discover version control using Git to create and track changes to a project, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Installing CentOS	Explore the Community Enterprise Operating System by acquiring and doing a full installation of CentOS, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
CompTIA Linux+ XK0-004: Installing Ubuntu	Discover the ease of installing Ubuntu and explore the installation website, media, and installer, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
Convo Nets for Visual Recognition: Filters & Feature Mapping in CNN	Explore the capabilities and features of convolutional networks for visual recognition, the architecture and layers of convolutional networks, and the concept of filters and their usages in convo nets. Discover the approach of visualizing feature maps in convolutional networks, the critical parameters and hyperparameters that we can tune to optimize convolutional networks along with the essential functions and operations that we can perform on the pooling layer of convolutional networks.
Convo Nets for Visual Recognition: Computer Vision & CNN Architectures	Explore the concept and classification of activation functions, the limitations of Sigmoid and Tanh, and how these limitations can be resolved using ReLU. Discover the core tasks used in implementing computer vision, the convolutional neural network training process workflow and compare the various architectures of convolutional neural networks.
Bayesian Methods: Bayesian Concepts & Core Components	Explore the core concepts of Bayesian methods and the implementation of Bayes' theorem and methods in machine learning. Examine Bayesian statistics and analysis with a focus on probability distribution and prior knowledge distribution.
Bayesian Methods: Implementing Bayesian Model and Computation with PyMC	Examine the concept of Bayesian learning and the different types of Bayesian models. Discover how to implement Bayesian models and computations using different approaches and PyMC.
Bayesian Methods: Advanced Bayesian Computation Model	Explore advanced Bayesian computation models, as well as how to implement Bayesian models using linear regression, non-linear, probabilistic, and mixture models. In addition, discover how to implement Bayesian inference models using PyMC3.
ML/DL in the Enterprise: Machine Learning Modeling, Development, & Deployment	Explore the various standards and frameworks that can be adopted to build, deploy, and implement machine learning models and workflows. In addition, discover how to manage data sources and diversified data for machine learning.
ML/DL in the Enterprise: Machine Learning Infrastructure & Metamodel	Discover the infrastructure, frameworks, and tools that can be used to build data pipelines and visualization for machine learning. End-to-end approaches for building and deploying machine learning applications are also explored.
ConvNets: Introduction to Convolutional Neural Networks	Explore convolutional neural networks, the different types of convolutional neural networks, the prominent use cases of convolutional neural networks, the different layers and parameters of convolutional neural networks and the role of convolutional neural networks in implementing and addressing Image recognition and classification problems.
ConvNets: Working with Convolutional Neural Networks	Explore the prominent elements that are used for computation in artificial neural networks, the concept of edge detection and the common algorithms, the convolution and pooling operations the essential rules of filters and channel detection.
Linear Models & Gradient Descent: Managing Linear Models	Explore the concept of linear models, the classification of linear models, and the prominent statistical approaches that we can use to implement linear models. We will also explore the concept of bias, variance and regularization, how they're used to implement and evaluate linear models and also implement bagging and boosting ensemble algorithms on linear models.
Linear Models & Gradient Descent: Gradient Descent and Regularization	Explore the features of simple and multiple regression, implement simple and multiple regression models, explore the concept of gradient descent and regularization and the different types of gradient descent and regularization.
Linear Algebra and Probability: Fundamentals of Linear Algebra	Explore the fundamentals of linear algebra, including its characteristics and its role in machine learning. Examine important concepts associated with linear algebra like the class of spaces, types of vector space, vector norms, linear product vector and theorems, and the various operations that can be performed on matrix. How to implement vector arithmetic, vector scalar multiplication, and matrix arithmetic using Python is also covered.
Linear Algebra & Probability: Advanced Linear Algebra	Discover how to apply advanced linear algebra and its principles to derive machine learning implementations. Explore PCA, tensors, decomposition, and singular-value decomposition, as well as how to reconstruct a rectangular matrix from singular-value decomposition. The role of statistics and probability, with focus on parameter estimation and Gaussian distribution, is also covered.
Training Neural Networks: Implementing the Learning Process	Discover how to use frameworks and Python to implement training algorithms for neural networks, as well as how to implement classification, regularization and backpropagation algorithms.
MD-101 - Managing Modern Desktops: Windows Defender	Microsoft's Windows Defender component offers numerous solutions to protect Windows 10 systems from vulnerabilities and known exploits. Explore the features and capabilities of Windows Defender, in preparation for the MD-101: Managing Modern Desktops certification exam.
MD-101 - Managing Modern Desktops: Intune Device Enrollment	Intune is a cloud-based service used to improve productivity while protecting corporate data. Discover how to enroll Windows 10 devices into Intune for simplified management, in preparation for the Microsoft MD-101: Managing Modern Desktops exam.
MD-101 - Managing Modern Desktops: Deploy & Update Applications	Windows Intune can be used to deploy, manage, and update applications. Explore Intune and the numerous tools available for managing apps and data, in preperation for the Microsoft MD-101: Managing Modern Desktops exam.
MD-101 - Managing Modern Desktops: Mobile Application Management	A solid app management solution is critical in ensuring business app availability and security. Explore how to implement Mobile Application Management and secure data using Intune, in preparation for the Microsoft MD-101: Managing Modern Desktops exam.
Agile Software Development: Agile Development Life Cycle	Explore the differences between the Agile process and the waterfall method and examine the steps involved in the basic Agile project management process. Discover the roles played by managers and staff and best practices when transitioning from a standard project management process, as well as Agile artifacts, management tools, and continuous integration.
Project Management Tools: Understanding the Collaboration Tools	Collaboration tools continue to elevate in importance in relation to project management. Explore an overview of the collaboration tools available for various situations and discover how to choose a suitable collaboration tool.
Agile for Software Development: Lean, Agile, & Scrum Methodologies	Explore the Lean and Agile methodologies and the Scrum approach to software development and project management.
Stakeholder Communication: Software Projects & Stakeholder Communication	Stakeholders play a crucial role in software development projects, but understanding who stakeholders are, what their roles and interests are, and communicating effectively with stakeholders can be challenging. Explore effective stakeholder communication including how to identify stakeholders and their roles, the challenges of communicating with stakeholders, and strategies for communicating with stakeholders.
Software Development Concepts: Software Development Glossary	There are key concepts and terminology that members of software development teams should recognize with respect to software development and project management. Explore these key concepts and terminology, including concepts like the software development life cycle, Agile and traditional project management, deliverables, roles and responsibilities, and tips on how to stay current in the dynamic and quick-moving software development landscape.
Software PM Communication: Software Project Management Communication Skills	Communication skills are vitally important to any project and Project Managers must have impeccable communication skills in order to effectively manage projects. Explore the art of communication in the context of project management.
Software Requirements Planning	Software requirements refer to the required features and functions of a software product during planning. Without a thorough understanding of requirements, a project has little hope of being successful. Explore the fundamentals of software requirements, including the different approaches to discovering and defining requirements, and how to transition from requirements to vision, organizational processes, and user stories.
Project Management Tools: Understanding PM Tools	Explore different types of project management tools, including collaboration, productivity, messaging, and file sharing tools. Discover how to choose the best tools and how they are used.
Python Classes and Inheritance: Introduction	Explore the concept of logical units, such as classes, and how they are used to hold state and behavior. Examine the modeling of is-a relationships using inheritance and the advantages of object-oriented programming.
Python Classes & Inheritance: Getting Started with Classes in Python	Explore implementations of Python classes, methods, and instance and class variables, as well as how to implement private variables in Python classes and program problems using classes.
Python Classes & Inheritance: Working with Inheritance in Python	Discover how to implement inheritance using Python classes, and explore coding examples of concepts such as base classes, derived classes, overriding methods, and polymorphism.
Python Classes & Inheritance: Advanced Functionality Using Python Classes	Examine the advanced features that you can implement using classes in Python, such as special methods, iterators, class properties, and abstract base classes.
Conditional Statements & Loops: If-else Control Structures in Python	Explore the implementations of the order of precedence of operators, using if-elif-else statements to evaluate multiple conditions, and conversions between various datatypes in Python.
Conditional Statements & Loops: The Basics of for Loops in Python	Loops are one way to perform the same operations repeatedly in a program. For loops are the control structure to use when the repeated operations are performed on a sequence such as a list or a tuple. Explore the different ways to iterate over a sequence using for loops.
Conditional Statements & Loops: Advanced Operations Using for Loops in Python	Explore how iterating over elements using for loops can be controlled using the break and continue statements. Creating sequences from other sequences using comprehensions is also covered.
Conditional Statements & Loops: While Loops in Python	While loops are one way to keep repeating a set of actions until a specific condition is met. Explore the use of while loops, considerations when implementing while loops, and use cases for while loops and for loops.
Data Structures & Algorithms in Python: Fundamental Data Structures	Explore Python data structures and delve into the details of some of the basic data structures, such as linked lists, stacks, and queues.

Course	Description
Data Structures & Algorithms in Python: Implementing Data Structures	Begin by examining operations that have different values of time complexity. Then delve into the implementation of some of the basic data structures, such as linked lists, stacks, and queues in Python.
Data Structures & Algorithms in Python: Sorting Algorithms	Explore the workings of some of the most widely used sorting algorithms in Python and examine how their performance affects various measures.
Data Structures & Algorithms in Python: Implementing Sorting Algorithms	Examine the Python implementation of common sorting algorithms such as Selection Sort, Bubble Sort, and Insertion Sort, as well as divide and conquer sorts such as Shell Sort, Merge Sort, and Quicksort.
Data Structures & Algorithms in Python: Trees & Graphs	Examine the theory around graph and tree data structures in Python. Explore binary search trees, different graph representations, and traversal operations on these data structures.
Data Structures & Algorithms in Python: Implementing Trees & Graphs	Discover how to implement trees and graphs and examine with the associated functions used to build and maintain these data structures in Python. In addition, explore algorithms for data structure traversal.
Functions in Python: Introduction	Explore the concept of code reuse using Python functions, including function definition, passing arguments to functions, and returning values from functions. Discover how to invoke functions using positional and keyword arguments.
Functions in Python: Gaining a Deeper Understanding of Python Functions	Explore Python functions in more detail, focusing on nuances such as argument passing by value and reference, and local and global variables. Examine how functions are first class citizens in Python like other data types, and how to work with use and throw functions using lambdas.
Functions in Python: Working with Advanced Features of Python Functions	Explore advanced Python function topics such as recursion, closures, using generator functions to generate sequences, and using decorators to add functionality to code.
Python Concurrent Programming: Introduction to Concurrent Programming	Delve into the use of threads and processes to execute tasks concurrently in Python and discover available options for synchronizing concurrent tasks.
Python Concurrent Programming: Multithreading in Python	Explore the creation and management of concurrent threads in Python, including the use of various synchronization mechanisms such as locks, semaphores, and events.
Python Concurrent Programming: Multiprocessing in Python	Examine the creation and management of processes in Python including synchronization mechanisms and inter-process communication, and contrast them with threads.
Python Concurrent Programming: Asynchronous Executions in Python	Explore using pools of threads and processes as well as the asyncio library to run tasks asynchronously.
Python Unit Testing: An Introduction to Python's unittest Framework	The unittest framework (also known as PyUnit) is modeled on JUnit and simplifies the automation of tests for your Python applications. Discover the basic features of unittest such as the definition and execution of test cases and the selection of specific tests for an execution.
Python Unit Testing: Advanced Python Testing Using the unittest Framework	Discover some of the more advanced features of the Python unittest framework such as the use of fixture functions for common operations across tests, the definition and execution of test suites, and the simplification of writing test scripts using the PyCharm IDE.
Python Unit Testing: Testing Python Code Using pytest	The pytest module simplifies the definition and execution of unit tests and functional tests for Python code. Discover basic unit testing using asserts as well as the streamlining of tests using fixtures.
Python Unit Testing: Testing Python Code Using doctest	The doctest module allows the definition of simple python tests within the docstrings in your source code. Discover the different ways in which doctests can be defined within your source code, and in your source documentation.
Python Requests: HTTP Requests with Python	Discover how to use the Python Requests package to make different kinds of HTTP requests in order to request and submit data. Explore GET, POST, PUT, and other forms of requests and how to handle the responses.
Anomaly Detection: Network Anomaly Detection	Explore best practices for anomaly detection for network forensics with topics such as network behavior anomaly detection, frequency analysis, identifying beaconing activity, and recognizing the signs of a brute force attack. Also discover protocal and poplunation analysis, HTTPS and SSH attacks, as well as triage methods.
Cryptography: Introduction to Cryptography Services	Discover two of the core cryptography services, encryption and hashing. Examine the goals of information security, symmetric and asymmetric encryption, and using the Caesar cipher.
Cryptography: Introduction to PKI	Explore Public Key Infrastructure and its components, the basics of certificates and certificate authorities, using a Certificate Revocation List, and how secure web sites work with SSL.
Ethics & Privacy: Digital Forensics	Examine the concept of ethics as it relates to digital forensics, including reasonable expectation of privacy, legal authorization, and the primary function of attorney-client privilege and confidentiality. The legalities surrounding digital forensics investigative techniques and standards for analyzing digital evidence are also covered.
End-User Security: The End-User	Examine end-user security concepts such as shared responsibilities and policies, physical controls, authentication, software, and best practices.
End-User Security: The Security Administrator Perspective	Examine end-user security from the security administrator point-of-view including threatscape, security policies, training and awareness, Layer 2 security, 802.1X, MACsec, EDR, advanced endpoint protection, and vendor solutions.
End-User Security: Securing End Users against Attackers	Examine end-user security from the rogue attacker point-of-view including motivations, MaaS, phishing techniques, ransomware, data theft, cryptojacking, DoS, and toolkits.
TensorFlow: Deep Neural Networks and Image Classification	Discover how to apply deep learning techniques to images, and how to leverage TensorFlow estimators in building image classification models.
Developing Azure and Web Services: IIS & Web Services	When developing a distributed app that must be run locally, IIS is available and can be configured to scale and run web services. Explore IIS and how to create a web service.
Developing Azure and Web Services: Consuming Services	Many web services use ASP.NET to handle data and CRUD operations by using OData. Explore ASP.NET, the ASP.NET Pipeline, and the OData protocol.
Developing Azure and Web Services: Azure Services	Azure has some built-in functionality that can be very powerful when creating scalable distributed apps. Explore Azure SDK and emulators, the Azure Service Bus, and Service Bus queues.
Developing Azure and Web Services: Messaging, Security, and Troubleshooting	Subscription message handling, claims-based identity, security, and troubleshooting are all aspects of using Azure for hosting web services. Discover how to secure and debug Azure and the built-in message handling.
Developing Azure and Web Services: Advanced Deployment	Deploying a web app to a cluster of servers or to Azure requires careful planning and execution. Explore deployment management for IIS and Azure.
ASP.NET MVC Web Applications: Introduction	Get started with web application development in Visual Studio 2017. Discover how to create and add new pages in web forms, web pages, and ASP.NET MVC web applications, and create and apply layout and master pages for each application type.
ASP.NET MVC Web Applications: MVC Controllers & Actions	Learn how to work with MVC controller route data, and how to create and use ASP.NET MVC controller action results, selectors, and filters in Visual Studio 2017.
ASP.NET MVC Web Applications: MVC Application Routes	Discover how to configure and implement MVC routes, as well as define, link, and redirect areas in Visual Studio 2017.
ASP.NET MVC Web Applications: Models and Unit Testing	Examine the administration of basic MVC unit tests, and how to add a model to an ASP.NET MVC application, implement business logic in a model, and validate user input with data annotations in Visual Studio 2017.
ASP.NET MVC Web Applications: Databases & Entity Framework	Discover how to create databases and administer access to model classes using Entity Framework.
ASP.NET MVC Web Applications: Web API Routes & Controllers	Learn how to register and configure ASP.NET Web API routes, and how to implement ASP.NET Web API controller HTTP methods in Visual Studio 2017.
ASP.NET MVC Web Applications: JSON & XML Data Formats	Discover how to retrieve and display raw JSON and XML data in a browser, as well as how to develop a web application for multiple browsers and mobile devices in Visual Studio 2017.
ASP.NET MVC Web Applications: Composing the UI Layout	Explore UI layout creation for an application using Razor code blocks, HTML helper methods in MVC views, and Page Inspector in Visual Studio 2017.
ASP.NET MVC Web Applications: Design and Implement UI Behavior	Learn how to implement both client and server-side data validation, as well as how to render application scripts in Visual Studio 2017.
ASP.NET MVC Web Applications: Data & State Management	Examine the use of a number of MVC objects for persisting data, how to implement state management, and how to implement a web socket strategy in Visual Studio 2017.
ASP.NET MVC Web Applications: Asynchronous Tasks	Asynchronous tasks run in the background on a separate thread. Learn how to use and manage asynchronous tasks in an ASP.NET MVC web application in Visual Studio 2017.
ASP.NET MVC Web Applications: Distributed Applications	Discover how to design a distributed ASP.NET MVC application in Visual Studio 2017, and how to work with Azure Redis Cache.
ASP.NET MVC Web Applications: Claims-Based Authentication	Explore claims-based authentication and how to implement it in an ASP.NET MVC web application in Visual Studio 2017.
ASP.NET MVC Web Applications: Troubleshooting, HTTP Modules, &	Examine techniques for troubleshooting application errors, performance, and security, and how to implement HTTP modules and handlers in an ASP.NET MVC web application in Visual Studio 2017.
ASP.NET MVC Web Applications: Configuring & Deploying	Discover how to configure various web application settings, and how to deploy an ASP.NET MVC web application to hosting providers, Azure websites, and to IIS for local environment testing prior to production deployment.
ASP.NET MVC Web Applications: Optimization & Encryption	Examine how to use compression to reduce network bandwidth, and how to implement custom encryption and decryption of application URLs in ASP.NET MVC web applications in Visual Studio 2017.
ASP.NET MVC Web Applications: Implementing Secure Sites	Discover how to manage validation and prevent cross-site scripting and cross-site request forgery attacks, as well as how to implement a custom membership provider for ASP.NET MVC web applications.
Programming in C#: Managing Program Flow	Microsoft Visual C# is a principal development language for the .NET framework. Learn to manage program flow, use multithreading and asynchronous processing, and implement events, callbacks, and exception handling using C#.
Programming in C#: Creating Types	In addition to classes, there are a number of C# types and structures. Learn how to create and use types, convert value and ref types, and manipulate strings in C#.
Programming in C#: Using Types	One of the main types in object-oriented programming is the class. Delve into classes and explore encapsulation, implementing a class hierarchy, using reflection, and managing the object life cycle.
Programming in C#: Manipulating and Retrieving Data	Data access and management is a critical aspect of most enterprise applications. Learn how to consume data, manipulate data and objects using LINQ, perform serialization, and use collections in C# applications.
Programming in C#: Managing	Discover how to implement threaded programs, use a Task Parallel Library and explore the differences between asynchronous and parallel programming.
HTML5 with JavaScript & CSS3: Styling HTML5 & JavaScript	Gain an in-depth perspective in styling HTML5, as well as how to work with JavaScript and its various implementations.
HTML5 with JavaScript & CSS3: APIs & Data Storage	The HTML5 specification supports a large number of JavaScript APIs that can be used when building web applications. Examine some of the HTML5 APIs, including audio and video, web storage, and offline APIs.
HTML5 with JavaScript & CSS3: Advanced Input Validation	Explore the advanced HTML5 and JavaScript feature that can be used for client-side input and form validation, including how to validate textual, numeric, and date input data.
Preventing Harassment in the Global Workplace — Employee Edition, Version	As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.
Preventing Harassment in the Global Workplace — Manager Edition, Version 2.0	As a manager, you play a vital role in supporting your company's efforts to create a workplace defined by respectful and professional interaction between employees. This includes not only preventing illegal harassment, but also avoiding intimidating, hostile, or otherwise uncivil behavior. You have a responsibility to model appropriate behavior in how you treat your employees and to address any instances of inappropriate conduct swiftly and appropriately.
PCI DSS Compliance	The prevalence of credit and debit card usage creates opportunities for fraud, theft, privacy violations, and counterfeiting.

COMPLIANCE SHORT: Anti-bribery	No one can afford to be complacent about the potential for corruption when doing business. Bribery is unethical and, in many locations around the world, illegal. Despite the harsh penalties for both the individual and the company that can result from violations, bribery remains a serious risk. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
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COMPLIANCE SHORT: Antitrust	What is the scope of global antitrust and competition legislation? It might be different from what you think. While antitrust and competition laws do apply to corporate-level mergers and acquisitions, they also impact proposals you might be drafting or bids you're submitting. If you're regularly involved in sales transactions with international clients or partners, an understanding of the standards and reach of antitrust laws is essential. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
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COMPLIANCE SHORT: Privacy and Information Security	Given the global nature of commerce and the prevalence of the electronic exchange of information, data security has never been a more critical business issue. This course will provide employees in global organizations with a high-level awareness of the regulatory, legal, and corporate requirements for handling and protecting personal and sensitive information. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
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COMPLIANCE SHORT: Insider Trading	Illegal insider dealing can have serious costs for individuals and their organizations. This course will help you recognize ways in which inside information can be misused for illegal securities trading. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Avoiding Conflicts of Interest	Many employees routinely face situations that can create a potential conflict of interest, where divided loyalties may affect their ability to make impartial decisions on behalf of their employer. Inappropriate resolution of these conflicts can result in direct financial loss to the organization, as well as the erosion of an organization's ethical culture and a damaged reputation. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Preventing Harassment and Promoting Respect	It is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace. Please note that the course content is for informational purposes only and does not constitute legal advice. Nothing in the course materials shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any jurisdiction's laws. Transmission of this information is not intended to create, and receipt does not establish, an attorney-client relationship. Users should not act upon this information without seeking professional counsel licensed in their jurisdiction.
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COMPLIANCE SHORT: Social Media and Electronic Communications	This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Social Media and Electronic Communications 2	This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Protection of Company Information	This course discusses the importance of safeguarding one of your company's most valuable assets: its information and data. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Business Ethics	In today's business environment, companies are under intense scrutiny in the media, by investors, and by customers over the way they operate. People prefer to do business with companies and individuals that share their values, and avoid business that they feel are unethical, secretive, or corrupt. Organizations and their employees who hold themselves to high ethical standards often reap the rewards of fair and honest business practices, both financially and in terms of public opinion. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Records Management	Following your company's record retention policy supports the organization's internal documentation and accounting systems and addresses compliance requirements in state and federal law. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Promoting the Reporting of Misconduct	Misconduct and ethical violations can lead to extremely negative consequences for a company and its employees. Yet, fear of retaliation often prevents employees from reporting misconduct. This course dramatizes a situation where an employee struggles with whether to report misconduct. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Gifts, Gratuities, and Entertainment	Giving gifts and providing entertainment in the business setting can raise serious ethical dilemmas. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Promoting Diversity and Avoiding Discrimination	The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures, ethnicities, beliefs, and languages. leverage the full potential of the workforce, it's important for organizations, managers, and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly. Please note that the course content is for informational purposes only and does not constitute legal advice. Nothing in the course materials shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any jurisdiction's laws. Transmission of this information is not intended to create, and receipt does not establish, an attorney-client relationship. Users should not act upon this information without seeking professional counsel licensed in their jurisdiction.
COMPLIANCE SHORT: Anti-money Laundering	In the modern workplace, it is essential that employees are able to recognize financial transactions that may violate anti-money laundering laws and rules. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

Course	Description
COMPLIANCE SHORT: Government Contracting	Employees of organizations that conduct business with the US government must understand the rules the government has established for itself and those it contracts with. These laws and regulations aim to promote full and open competition, fairness, and honesty and to eliminate waste, fraud, and abuse. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: International Trade Compliance	All businesses that import and export goods into and out of the United States must comply with the laws and regulations governing trade transactions. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Cybersecurity	Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. Please note that the course content is for informational purposes only and does not constitute legal advice. Nothing in the course materials shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any jurisdiction's laws. Transmission of this information is not intended to create, and receipt does not establish, an attorney-client relationship. Users should not act upon this information without seeking professional counsel licensed in their jurisdiction.
COMPLIANCE SHORT: Promoting Safety and Security at Work	Employers must do what they reasonably can to ensure a safe and secure work environment. However, it is also the responsibility of every employee to be vigilant about security. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
COMPLIANCE SHORT: Accounting and Financial Integrity	Fraud schemes can be as diverse as the imaginations of those who concoct them, and as sophisticated as ever-evolving technology will allow. But the consequences of fraud can be painfully simple - financial and reputational damage to an organization and its employees. As a result, it's essential for workers at all levels of an organization to be proactive and alert to suspicious financial activity. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents, and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.
California Consumer Privacy Act	The California Consumer Privacy Act looms as the first general consumer privacy law that will affect US companies domestically. In the continued absence of any federal preemptive legislation, the CCPA will likely set the standards for the treatment of consumer information by private for-profit businesses. Many companies will be subject to the CCPA directly; others will need to understand its terms either because they provide services to businesses subject to the CCPA, or because the CCPA will set consumer expectations. In this course, you will learn about the types of businesses and information that are covered by the CCPA, the rights of consumers under CCPA, and the obligations imposed on businesses covered by the CCPA.
Mentoring 1Z0-815 Java SE 11 Programmer I	Skillsoft Mentors are available to help students with their studies for exam 1Z0-815 Java SE 11 Programmer I. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring MD-101 Managing Modern Desktops	Skillsoft Mentors are available to help students with their studies for exam MD-101 Managing Modern Desktops. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
TestPrep Systems Security Certified Practitioner (SSCP) 2018	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Confronting Workplace Conflict	Any time two or more people are gathered in one place, conflict will inevitably follow. The workplace is no exception. It's how you manage workplace conflict. There are many valid approaches to managing conflict, but ignoring it is the one guaranteed not to work. Resolving conflict is an important interpersonal skill that, with practice, can diffuse difficult situations at work.
Resolving Workplace Conflict	A conflict-free life is the stuff of dreams. But the world doesn't work that way, and for all of us, workplace conflict is sadly an inevitability. Personality and organizational conflicts arise from myriad different sources and take many different forms. As a result, resolving conflict is a necessary skill, and business professionals need a plan for addressing it and managing conflict situations.
Proven Techniques for Technical Communication	Communicating technical information can be a challenging task. Whether you're a technical guru or someone less experienced, and whether your audience is made up of experts or novices, you need proven strategies to succeed. In this course, you'll learn techniques for conveying technical information in an easy-to-understand manner for a variety of audiences.
Leading through Inspiration	People are inspired when they trust their leaders and are mobilized by common goals. When you strive for inspirational leadership, you demonstrate credibility and create a community with a shared vision.
Be Liked and Respected in the Workplace	Eighty percent of your day is spent at work. Whether you commute to an office or work from home, to a huge degree your professional success depends on your likability. Think about all your professional interactions; you work on team projects, collaborate on conference calls, sit in meetings, talk to clients, etc. These and more are situations that require your ability to be liked. However, it's not a popularity contest. Being liked doesn't mean you give up your professional integrity. Although it's not possible to be liked by everyone, this course teaches you techniques to be likable and respected by your colleagues and boss. You will also learn how to 'get over it' when someone in the workplace does not like you.
Solve Problems Using Systems Thinking in the Workplace	Systems thinking allows you to understand how systems work, as well as your role in them. Systems thinking affords you the ability to see the interrelationships among all events, putting you in a better position to address problems.
Product Management: An Overview	The product manager is a "mini-CEO," responsible for overseeing a product through its entire lifecycle—from ideation to development to market introduction to retirement.
Product Management: Metrics for Product Managers	Metrics are a vital tool for achieving your product strategy. Using the proper metrics will let you build the right goals into your product strategy and let you know how well you are achieving those goals.
Product Management: Building a Product Roadmap and Agile Product Management	Organizations adopt Agile business practices in order to provide their customers with better products more quickly. Building a product roadmap helps support an organization's Agile practices by clearly identifying the "why" behind their product development activities.
Product Management: Create a Go-to-Market Plan	Successfully launching a product can be pivotal to a company's continued success. A Go-to-Market plan will guide you to the right customers and the right markets with the most efficient use of time and resources.
Product Management: Design and Run Experiments for Product Managers	Product managers have many ideas on how to design their product to meet the customers' needs. The challenge is to determine which of those ideas have the best chance of working. Increasingly, product managers are using large-scale randomized experiments to test the effectiveness of their ideas.
Product Management: Communication for Product Managers	Making sure the right people have the right information at the right time can make or break a company. Since product managers are at the hub of a company's activities, they bear much of the communication burden in the organization. It's their responsibility to make sure everyone has a shared understanding of what's going on.
Product Management: Market Research Basics	Whether you're entering a new market, looking for new customers, launching a new product, or trying to identify new opportunities to generate business with existing customers. conducting market research can give you valuable insights.
Data Literacy for Business Professionals	As industries, enterprises, and jobs become more data-intensive, data literacy is critical to effectively "talk data" with business colleagues and data and analytics professionals who support you in your work. This course covers fundamental concepts in data management, data quality, data privacy and protection, and data governance. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Basic Analytical Methods	A fundamental understanding of statistical analysis methods increases your ability to effectively communicate with data analyst professionals so you can better employ analytics associated with your work. In this course, you'll learn fundamental concepts in distribution, deviation, correlation, regression, and clustering statistical analysis methods. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Analytics by Function	Understanding analytics across a variety of functions enables you to be more creative and pragmatic in applying analytics in your own function and enterprise. In this course, you'll learn about the benefits of analytics, and effective applications of analytics and big data in marketing, sales, customer service, manufacturing and supply chain, and human resources functions. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Understanding and Raising Analytics Maturity	Organizations increasingly rely on data and analytics to operate, improve, and compete. In today's fast-paced analytics environment, you can't grow analytics capabilities without understanding your current capabilities through an analytics maturity assessment. In this course, you'll learn about an industry standard methodology for assessing the key elements of your organization's analytics capability, and techniques for raising analytics maturity individually and collectively. This course was developed with subject matter provided by the International Institute for Analytics. (www.iianalytics.com)
Championing Digital Transformation	Digital technologies and advancements are rapidly changing the business landscape, and organizations that support and embrace the ever-changing technology-driven environment thrive. In this course, you'll learn best practices for enabling and championing digital transformation in your organization.
Final Exam: Smart Contracts Programmer	Final Exam: Smart Contracts Programmer will test your knowledge and application of the topics presented throughout the Smart Contracts Programmer track of the Skillsoft Aspire Blockchain Application Developer to Blockchain Solutions Architect Journey.
Final Exam: Blockchain Engineer	Final Exam: Blockchain Engineer will test your knowledge and application of the topics presented throughout the Blockchain Engineer track of the Skillsoft Aspire Blockchain Application Developer to Blockchain Solutions Architect Journey.
Acrobat Pro DC: Structuring Documents	In order to improve your PDF files, Acrobat Pro DC provides a set of tools that allows you to structure your document according to your needs and improve your navigation experience. You'll see how to perform a search on your document, move through the document via the Read Out Loud tool, and create bookmarks to quickly navigate between pages, objects, and selections. Insert, delete, copy and organize pages to have a better view of you work.
Adobe Pro DC: Using the Collaboration Tools	Acrobat Pro DC gives you a variety of tools to improve collaboration. You can send files out for review, and track their status as your team members weigh in. You can also insert comments, annotate documents, and add stamps to files to clearly call out their status. If you have several versions of a file, you can use the compare tool to highlight and track any changes. With Acrobat Pro DC, you can also prepare, fill out, and sign a form, and even ask others to sign it.
Final Exam: Data Analyst	Final Exam: Data Analyst will test your knowledge and application of the topics presented throughout the Data Analyst track of the Skillsoft Aspire Data Science Journey.
Final Exam: Data Ops	Final Exam: Data Ops will test your knowledge and application of the topics presented throughout the Data Ops track of the Skillsoft Aspire Data Science Journey.
Final Exam: Data Scientist	Final Exam: Data Scientist will test your knowledge and application of the topics presented throughout the Data Scientist track of the Skillsoft Aspire Data Science Journey.
Final Exam: Data Wrangler	Final Exam: Data Analyst will test your knowledge and application of the topics presented throughout the Data Wrangler track of the Skillsoft Aspire Data Science Journey.
Access 2019: Working with Databases	A database is an organized collection of data that can be accessed, analyzed and exported into useful reports. In order to create a database you will need to become familiar with the database tool at hand. Access 2019 is the database application in the Microsoft Office 2019 suite. Discover how to open existing databases and create new ones, and learn how you can customize the interface, including the Quick Access Toolbar and ribbon.
Access 2019: Saving, Printing & Exporting Databases	Once you have created or added data to your database it is important to know how to save that information. You can save directly to your device or you can even print a hard copy of the items you may need on hand. It is also important to protect sensitive data by adding password encryption. This will prevent people you do not want accessing the database, from opening and using the document.
Access 2019: Tables, Fields & Entries	In order to start building you database it is a good idea to better understand you database layout and items contained within it. You can organized you data by inserting tables with dedicated fields. Those fields can be modified by editing their corresponding properties and format. To go further with your database you can organize items, link items across multiple tables and manage item relations with Access 2019. To get the most out of Access 2019, you need to understand the structure and main elements of a database. Explore tables, primary keys, and relationships, and discover how to format and edit both fields and field properties.
Access 2019: Inserting, Importing & Formatting Data	There is little value in an empty database table. In order to start using you database to its full potential you'll need to manually add data entries or import existing data values. Once you have added data values you can format the text by adding effects, color or changing the text alignment.
Access 2019: Finding & Organizing Data	In order to save time and find the information you need most, you can use the dedicated find tool in Access. You can also use the replace tool within the find menu to quickly replace values that have been updated or modified. Keep on top of your data values by checking for duplicate values using the query wizard in the Access 2019 create tools.
Delve: Working with Blogs	Blogs are a fundamental method for sharing thoughts and transferring knowledge. Explore SharePoint blogs, and discover how to create posts and organize them, and customize your blogs.
Excel Office 365 (Windows): Formatting Data	Formatting data makes it easier to see and work with. Discover how you can align data, use colors and themes, resize rows and columns, and insert tables and borders in Excel to change the presentation of your data.
Excel Office 365: Sorting & Filtering Data	The first step in analyzing the data in a worksheet is often with Excel's sorting and filtering tools. These tools help you to control what is displayed in your data range, and how the values are organized. See how to perform basic and more advanced sort operations, filter data using the Filter and column header tools, and manage color-tagged and duplicate entries.

Course	Description
OneNote for Windows 10: Using Collaboration Tools	Notes in OneNote for Windows 10 can be shared and edited with others on your team or from other apps. Discover how to share an entire or parts of a notebook, how to make them accessible and how to track users adding to your notes or notebooks.
Microsoft PowerApps: Getting to know the platform	PowerApps enables you to create dynamic applications without having to know code. These apps can help improve you workflow as well as help make your business more dynamic. Before creating your app it is important to get a handle on the PowerApps interface and tools.
Microsoft PowerApps: Creating & Saving Apps	PowerApps gives you the possibility to create apps from templates or create apps from scratch. Once you create an app you'll need to know how to navigate the editing interface to identify the key tools to manage your app. You can also use existing data from Excel or SharePoint to import your data and create apps easily within PowerApps.
Microsoft PowerApps: Building your App	In order to start building out your app, you'll need to understand the elements that your app is made up of. Whether you are creating an app from an existing source file or from scratch, your app will contain elements that can help the user interact with your app.
Microsoft PowerApps: Inserting Elements in an App	PowerApps has a multitude of possibilities for customizing your app. You can easily present data as a chart or table to give more perspective on your data values. Inserting images and videos can give your app more depth. The more elements you insert the more important it becomes to manage your content.
Microsoft PowerApps: Sharing & Collaborating on an App	Sharing your apps will enable you to collaborate with others in Microsoft PowerApps. You can manage app permissions and manage your data source permissions to ensure that the app sharing goes as smoothly as possible. If you are looking to share your app with people in your company, you can embed your app in Microsoft teams and add your app as a WebPart in SharePoint.
Project 2019: Managing Project Resources & Reports	A project's lifeblood is its resources. Discover how to add resources to projects, assign resources to tasks, use the Resource Graph, and pool and level resources. Reports are an important component of every project, tracking progress and guiding direction. Explore Project's report tools and how to generate reports, from report templates to text insertion and formatting. This course has been recorded in a Project Online Desktop Client environment.
Project 2019: Configuring Project	Microsoft Project manages projects of all sizes, but you'll want to configure it to work the way you need it to. Discover how to configure Project, from document display and appearance to save settings, the toolbar, and the ribbon. This course has been recorded in a Project Online Desktop Client environment.
SharePoint Online: Signing in & Setting Up	Microsoft SharePoint is a powerful collaboration and document management tool. Discover how to sign in for the first time, edit your profile, work with the app launcher, find information, view other profiles, and edit SharePoint themes. This course has been recorded in a SharePoint Online environment.
SharePoint Online: Working with Communication Sites	Communication Sites are great tools for sharing information within your team or organization. Learn how to build a Communication Site, customize its name, theme, and layout, and ensure that people in your organization can use and edit it. This course has been recorded in a SharePoint Online environment.
SharePoint Online: Creating a Team Site	SharePoint allows teams to work collectively to achieve better efficiency. Explore team sites, and discover how to add features, create site and Web Part pages, add content, customize site headers, edit links, and use the Recycle Bin. This course has been recorded in a SharePoint Online environment.
SharePoint Online: Working with SharePoint Apps	SharePoint apps provide powerful flexibility through add-on apps. Explore app management, and discover how to create and use apps, including contact lists, task lists, custom lists, surveys, and calendars. This course has been recorded in a SharePoint Online environment.
SharePoint Online: Working with Document Libraries	Document libraries allow you to subdivide content for specific projects. Explore libraries and how to create them, add files, configure lists, use version history, share and check out items, create alerts, and export lists and libraries. This course has been recorded in a SharePoint Online environment.
SharePoint Online: Building Web Pages	Web pages are a great way of sharing ideas and presenting information in an interactive way. Web pages allow you to convey your ideas through a modern and streamline design. Whether it's through well thought-out text or captivating imagery, web pages will help you visualize your ideas in a whole new way.
SharePoint Online: Illustrating Web Pages	If you would like to illustrate you SharePoint page further you can add additional items. You can organize data by adding tables. You can also include media such as images and videos to present information in a more visual way. This course has been recorded in a SharePoint Online environment.
Visio Professional 2019: Exploring the interface	Visio allows you to create several types of diagrams. In order to get the most of the application, you'll need to understand its interface. In this course you'll discover Visio's interface, learn how to navigate between multiple documents and use the zoom function. You'll also see how to customize the application display, ribbon and toolbar. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: Saving & formatting documents	In order to get the most of Visio you need to know how to create and save your files. Learn to export your documents to different formats and print a hard copy. Visio has several features that allow you to change the theme, the background and the layout of your diagrams. You'll also see in this course how to manage your document's pages, change the file's properties and check the compatibility and accessibility of your files. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: Inserting & Formatting Text	Visio offers a series of tools that allow you to insert and format the text of your documents. You'll see how to quickly insert, format, find and replace text in your document. Once you finished, you can use the spell check to be sure there are no errors in the text. If your document is in another language, you can translate the words directly from Visio. In order to save time, you can create and save templates to use whenever you need. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: Using & Formating Shapes	Shapes are the main elements you'll need to create your diagrams. You can create personalized shapes as well as use the various predefined shapes proposed by Visio. Once you added shapes can arrange in the page according to your needs. To get the most of the application, learn how to format shapes by adding styles, effects, layers and containers. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: illustrating & Enhancing Documents	Visio has tools you can use to illustrate your documents. You can insert data fields, images, links and objects to add different information on your files. With the drawing tools, learn how to annotate your document to quickly add information. In this course you'll also see how to import and manage external data in your file. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: Analyzing your data	Visio has several features you can use to analyze the data you have in a diagram. You can insert and format charts and PivotTables. Visio also allows you create different types of reports to better analyze the information. This course has been recorded in a Visio Online Plan 2 environment.
Visio Professional 2019: Creating Flowcharts, Maps & Plans	As a part of the extended Office suite, Microsoft Visio offers a series of diagrams that can be created to improve your day-to-day tasks. Visio offers different tools that will allow you to integrate and collaborate with other Office applications as well as AutoCAD.
Visio Professional 2019: Sharing & Collaborating on a Document	Visio has a set of tools that allow you to interact with others. You can verify your diagram, use the comments tools and check out the file to prevent others to edit it. Before sharing your file, you can use the app's validation tool in order to check if there are issues on your diagram. Learn how to easily share your documents via e-mail or a link and manage permissions. If you need to interact with others, you can leave comments on specific parts of the documents as well as prevent users to edit the file while you're using it. This course has been recorded in a Visio Online Plan 2 environment.
Bloodborne Pathogen Awareness 2.0 - Cal/OSHA	This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The training requirements established under the Bloodborne Pathogen standard require an employer to allow for an opportunity for interactive questions and answers with the person conducting the training session. Employers may use a variety of methods to meet the intent of the standard. As an example, Cal/OSHA has previously stated that an employer can meet Cal/OSHA's requirement for trainees to have direct access to a qualified trainer by providing a telephone hotline.
Hazard Communication: An Employee's Right to Understand 2.0 - Cal/OSHA	This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Office Safety 2.0 - Cal/OSHA	This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards, and office accidents and injuries such as electrical shock and falls. The content of this course is designed to comply with the applicable California Division of Occupational Safety and Health, or Cal/OSHA, regulatory requirements. The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain, and electrical shocks.
Slips, Trips, and Falls 2.0 – Cal/OSHA	Slips, trips, and falls constitute the majority of general workplace accidents and are responsible for a number of accidental deaths, second only to motor vehicles as a cause of fatalities from accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Fall Prevention – Cal/OSHA	This course is intended to provide employees who might be exposed to fall hazards with the ability to recognize such hazards and provide control measures to minimize their risk. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hearing Conservation 2.0 - Cal/OSHA	Millions of workers have been affected by hearing loss caused by their jobs. In this course, you will learn about ways to help you prevent noise-induced hearing loss. You'll also learn about the purpose and components of a hearing conservation program, including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Driving Safely, Driving Smarter	This course will provide general defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements – specify concerns to be addressed before and while driving, use safe driving techniques to avoid collisions, drive safely in various weather conditions, and respond to specific driving emergency situations.
Portable Fire Extinguishers 2.0	This course is designed to protect employees and help prevent serious property loss from workplace fires. It identifies the various classes of fires, types of portable fire extinguishers, and actions to take in the event of a fire. It describes when and how to use portable fire extinguishers to put out small fires.
Asbestos	This course will provide you with information about the serious health hazards associated with exposure to asbestos. It will also address where asbestos is commonly found, how it can potentially affect you, and what you need to do to protect yourself and others from exposure. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Distracted Driving 2.0	Each year, thousands of people are injured or killed in motor vehicle accidents involving distracted drivers. People driving while talking on their cell phones or eating put all road users at risk. With motor vehicle accidents (MVAs) now among the top causes of injury-related deaths and the number one cause of work-related deaths, all responsible drivers must be able to control distractions while at the wheel. In this course, you will learn why distractions cause accidents, and how to minimize your exposure to them.
First Aid: Basic	First aid is the immediate care for any person with injuries or sudden illness before professional medical treatment is available. It not only involves the injured person's physical condition and emotional state, but the entire emergency situation. This training course will focus on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of emergency medical services (EMS). Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide you with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Lockout/Tagout for Authorized Persons 2.0	This course provides information about control of hazardous energy and work under the protection of a Lockout/Tagout permit. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices.
Defensive Driving: Truck Safety	When people think of defensive driving, they often think of 'watching out for the other driver' or defending themselves from other drivers, so they won't be involved in an accident. That's definitely important, but defensive driving involves more than just that. Defensive driving is as much about what you do and what kind of driver you are as it is about what someone else does. It's about being a safe driver, driving a safe vehicle, knowing how to drive your particular vehicle, taking responsibility for driving carefully in hazardous conditions, and knowing when to take yourself off the road. It's about arming yourself with all the knowledge you can before you turn the key and hit the road. This course is designed to give drivers of commercial vehicles a well-rounded look at the key concepts associated with defensive driving and provide tips and guidelines to prepare them for the everyday challenges on the road.
Global Safety Principles: Slips, Trips, and Falls 2.0	Slips, trips, and falls constitute the majority of general workplace accidents and are responsible for a number of accidental deaths, second only to motor vehicles as a cause of fatalities from accidents. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Incident Investigation and Reporting	This course will provide an overview of incident investigation and reporting procedures. The incident investigation and reporting process helps to provide a safe working environment by determining the causes of a incidents, and then reporting them so that incidents can be prevented in the future. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Hot Work Permits	Hot work can be defined as any operation such as brazing, cutting, welding, grinding, soldering, heat treating, or torching that can cause sparks or flames. While such work is necessary, the hazards associated can be minimized through an effective hot work permit program. This course provides an overview of a hot work permit program, including the permit process, roles and responsibilities, and controls used to minimize the risk of fire.
Global Safety Principles: Welding, Cutting, and Brazing	Welding, cutting, and brazing are hazardous activities that pose a unique combination of both safety and health risks to workers in a wide variety of industries. This course will inform learners of potential health and safety risks unique to welding, cutting, and brazing. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Workplace Inspection	Employers have a responsibility to maintain safe working conditions for their employees and to comply with the government health and safety standards that are applicable to their establishments. They must also ensure that employees have and use personal protective equipment when required for safety and health as they do their jobs. When employees stay whole and healthy, businesses also benefit. They experience lower workers' compensation insurance costs, decreased payout for return-to-work programs, fewer faulty products, and increased productivity. One of the key ways that employers can maintain safe and compliant working conditions is to conduct regular and thorough workplace inspections.
Global Safety Principles: Business Travel and Security	This course will help business travelers reduce the risks to themselves and property while traveling for work. It provides guidelines on how to take precautionary and evasive measures to greatly reduce becoming a victim of crime in various environments frequented by travelers, including airports, hotels, driving in a car, and when out and about in a new location. It also provides advice on what a business traveler should do in the aftermath of a crime.
Lead Awareness in General Industry	This course covers information mandated by OSHA 29 CFR 1910.1025. It provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Course	Description
Business Travel Safety and Security	This course will help business travelers reduce the risks to themselves and property while traveling for work. It provides guidelines on how to take precautionary and evasive measures to greatly reduce becoming a victim of crime in various environments frequented by travelers, including airports, hotels, driving in a car, and when out and about in a new location. It also provides advice on what a business traveler should do in the aftermath of a crime.
DOT: Hours of Service	Commercial motor vehicle drivers in the US must comply with regulations issued by the US Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA). Commercial motor vehicle operators need to be aware of the driving rules, documentation requirements, and penalties for noncompliance, including the limitation of 70 hours of on duty time per eight-day period or 60 hours of on duty time per seven-day period.
Construction: Lead Awareness	This course covers information mandated by OSHA 29 CFR 1926.62. It provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure in the construction industry. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Non-Ionizing Radiation Safety	This course is designed to familiarize learners with the health implications associated with non-ionizing radiation, specifically radio frequency (RF) radiation and measures to protect workers from exposure.
Ergonomics for Housekeeping Work 2.0	Ergonomic related injuries, including injuries to the skeleton and muscles, can be painful and debilitating. These types of injuries often affect the neck, back, wrists, and fingers. In this course, you'll learn about ergonomic injuries, and how to recognize signs and symptoms associated with musculoskeletal injuries. You'll also learn how to identify risk factors associated with these injuries and controls to reduce or eliminate hazards.
OSHA 300 Recordkeeping	This course covers OSHA's revised recordkeeping requirements and the new recordkeeping forms, and offers a number of opportunities for you to practice classifying how a case can be recorded. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Safe Backing of Tractor-Trailers	Backing a large tractor-trailer is among the most difficult maneuvers a truck driver faces on a day-to-day basis. This is because there are a variety of hazards involved in backing and parking tractor-trailers that drivers need to be aware, including physical hazards, such as buildings and people, as well as danger zones around the tractor-trailer. To back up a tractor-trailer safely, drivers need to know what is required for each type of backing and make use of certain tools such as their mirrors, back-up sensors and cameras, and spotters. They also need to heed the rule of thumb: GOAL (get out and look). This course is designed to give drivers of tractor-trailers awareness of the hazards, including how backing accidents happen, and how to minimize these accidents.
First Aid: Mental Health Awareness	The prevalence of mental illness, both in and outside the workplace, is increasing and the impacts are far reaching. Knowing how to help those around you or find help yourself is very important. You can play a vital part in helping a coworker, friend, or family member suffering from mental health through the use of first aid that aims to increase awareness of this illness. By understanding the signs and symptoms, and having knowledge of the options for appropriate treatment, you can assist others in coping with this condition. This course will teach you why good mental health is important, and give you a greater understanding of the signs and symptoms of mental illness, workplace triggers, and the ways in which you can provide the necessary support.
Cold Stress	This course will discuss the effects of cold on your body, outline the risk factors for cold-related ailments, and describe the associated treatments for each. This training will also describe several preventive measure techniques and safe work practices that you can use to protect yourself from cold-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
PPE: Hand Protection	Personal protective equipment (PPE) is designed to protect you from serious workplace injuries or illnesses resulting from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards. This course will help acquaint you with the various types of PPE specifically designed to protect your hands. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards that are present. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hazardous Waste Generator (RCRA)	This course provides basic information on hazardous waste determination and characterization. In addition, this course describes the three types of generator status (Conditionally Exempt Small Quantity Generator, Small Quantity Generator, and Large Quantity Generator) along with applicable requirements. Generators must manage their hazardous waste per the Resource Conservation and Recovery Act (RCRA) regulations. Thus, accumulation, labeling, and other management requirements are described for both satellite accumulation areas and 90-day accumulation areas. Last, the importance of, and methods for, waste minimization and spill prevention and response are defined.
Powered Industrial Truck Safety	This course is designed for personnel who work with or around power-propelled trucks (also called forklifts) that are used to carry, push, pull, lift, stack, or tier materials. The course will better familiarize the worker and their supervisor with health and safety concerns associated with powered industrial trucks. The content in this course is designed to comply with applicable regulatory requirements.
Safe Vehicle Backing	Backing a vehicle can be the most hazardous driving you do all day — one in four accidents involves backing. As a responsible driver it is important to choose the safest method to back your vehicle and to understand that your choices impact others. In this course, you will learn about the impacts of backing accidents, their common causes, and how to minimize risks of collision when backing vehicles, including delivery vans.
Emergency Situations While Driving	Do you sometimes worry that you won't be able to handle emergencies that might happen while you're driving? Worrying isn't helpful; instead prepare for potential driving emergencies by learning how to respond appropriately and safely to them. Successfully handling emergencies requires knowledge of how to prevent them when possible and how to handle them when they do happen. Understanding the typical types of collisions can help you avoid them, knowing how to handle a skid can help you successfully steer out of one, and knowing how to adjust your driving to hazardous weather conditions can help you prevent or avoid weather-related emergencies. It is also important that you know how to safely handle a breakdown. Finally, you should know how to handle an accident in case you're involved in an accident.
First Aid: CPR	Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart. This course will focus on the three procedures of basic life support: restoring circulation, maintaining an open airway, and restoring breathing. Note: this training should not be used as the primary basis for any CPR certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified CPR instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
DOT 2: Packaging, Labeling, Marking, and Placarding	This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including packaging, labeling, marking, and placarding. The proper identification, preparation, and transportation of hazardous materials has the potential to impact everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer.
DOT 4: Loading and Storage	This course introduces the requirements of the Department of Transportation's Hazardous Materials Regulations, including the interpretation of the segregation table, general guidelines for shipping papers and loading and unloading HAZMAT, and incident reporting requirements. The proper identification, preparation, and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness or familiarization training. Your employer will provide additional function-specific training.
DOT 3: Shipping Papers	This course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including the components of the basic description of hazardous material, general information required on the shipping paper, use of the HAZMAT Precedence Table, and general emergency response information. The proper identification, preparation, and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer.
DOT: Security for Shipment of Hazardous Materials	According to the US Department of Transportation (DOT), over 800,000 shipments of hazardous materials are transported in the United States every day. The materials shipped include those of chemical, petroleum, radioactive, explosive, and poisonous natures. Of the 800,000 shipments, almost 769,000 are transported by truck on the nation's roads, with the rest divided among rail, pipeline, water, and air. These hazardous materials — or 'hazmats' — are classified by the DOT according to the types of hazard they present and must be transported under the proper regulations set out by the DOT. This course examines the DOT's security requirements relative to the shipment and transportation of hazardous materials. In addition, it explains the hazard classes and provides examples of the placards used when transporting hazardous materials. The course also outlines the basic elements of a security plan, defines the employers who require a plan, and explains the training required for employees of companies with plans in place.
First Aid: Medical Emergencies	Medical emergencies can occur at any time but may be hidden because of injuries suffered in an accident. Additionally, an accident may trigger a medical emergency such as a heart attack, stroke, or seizure. This training will focus on the signs and symptoms of specific medical emergencies and their treatment. Being trained in first aid could mean the difference between life and death. Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied by a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Hazardous Materials and Spills in the Workplace	This course discusses proper handling of chemicals in the workplace and actions that can be taken to protect the workers, the public, and the environment. It also covers the roles and responsibilities of those responding to events involving hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Tuberculosis: Prevention and Control	This course will provide you with a basic understanding of tuberculosis, common modes of transmission, methods of prevention, tests used to determine TB, and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to tuberculosis in the workplace.
PPE: Foot Protection	This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your feet. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements — recall general OSHA requirements related to personal protective equipment, choose the appropriate foot protection to guard against workplace hazards, and describe how to inspect and maintain foot protection.
Spill Prevention and Control	This course provides information about hazardous materials, spill control, and confinement methods. The intent of the course is to provide the learner with information about the safe handling, movement, and storage of hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define hazardous materials, recognize where spills are likely to occur, specify work practices that can prevent spills from occurring, define the goals of spill control, identify actions to take when responding to a spill of hazardous materials or waste, identify response procedures for personnel who discover a spill, and define the terms containment and confinement.
First Aid: CPR (Compression-only)	Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart. This course will focus on the application of compression-only CPR. This technique is recommended in specific situations but should not be viewed as a replacement for traditional CPR that includes the application of rescue breaths in addition to chest compressions. Lay responders should provide compression-only (hands-only) CPR, with or without the guidance of a 911 dispatcher, for adult victims of cardiac arrest. The responder should continue compression-only CPR until the arrival of an AED or responders with additional training. All lay responders should, at a minimum, provide chest compressions for victims of cardiac arrest. In addition, if the lay responder is trained and able to perform rescue breaths, he or she should add rescue breaths in a ratio of 30 compressions to 2 breaths.
Collision Avoidance	Each year, tens of thousands of people are injured or killed in vehicle collisions. That's why it's important that all drivers understand the challenges that face them on the nation's roads and highways.
Environmental Regulations Overview	This course provides an overview of major environmental laws and regulations and the specific standards that outline requirements to comply with them. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define the purpose of the Toxic Substances Control Act (TSCA); specify the purpose of the Resource Conservation and Recovery Act (RCRA); specify the purpose of the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), also known as Superfund; specify the purpose of the National Environmental Policy Act (NEPA); and identify the intent of various laws.
COMPLIANCE SHORT: Completing Work Tasks Safely in Retail	Retail employees perform a variety of tasks daily. Even though your employer must provide you with a workplace free from hazards that could cause injuries or death, you must recognize physical tasks that put you at risk, understand how to prevent Musculoskeletal Disorders, and follow the health and safety requirements for your job.
COMPLIANCE SHORT: Slips, Trips, and Falls in Retail	Retail employees perform a variety of tasks daily. Even though your employer must provide you with a workplace free from hazards that could cause injuries or death, you must recognize physical tasks that put you at risk, understand how to prevent Musculoskeletal Disorders, and follow the health and safety requirements for your job.
COMPLIANCE SHORT: Workplace Hazards in Retail	Being familiar with the hazards posed by chemicals commonly found in the workplace is critical for ensuring that employees work safely. There are precautions that both you and your employer must take in order to safely use, handle, and store hazardous chemicals in retail.
COMPLIANCE SHORT: Working with Electrical Equipment in Retail	Electrical hazards are found throughout retail establishment and electric tools may injure employees if not used correctly. Employee understanding of these hazards and proper use of tools and electric cords will help eliminate risks of electric shock, electrocution, burns, and fires in retail.
COMPLIANCE SHORT: Personal Safety in Retail	Employee safety outside the physical workplace is as important as it is in the retail establishment. It is critical that employees be aware of their surroundings and avoid risks and take precautions when coming to and leaving work.
EEO and Preventing Discrimination in the Federal Workplace	As a manager, it is essential to use recruitment strategies that attract the right candidates. But just as important is the avoidance of discrimination, both intentional and unintentional. In this course, you will learn about the Equal Employment Opportunity laws that guide your agency's recruiting efforts and how to help ensure your hiring practices are fair and lawful.
The US Constitution	This course looks at how the US Constitution was established, as well as how the national government was formed and structured. It also explores the rights and liberties of the American people as enshrined in the Bill of Rights and subsequent amendments to the Constitution. Finally, the course looks at how the power was distributed and the creation of the three branches of government: the legislature, the executive, and the judiciary. Legislation proposed by West Virginia Sen. Robert C. Byrd and enacted by U.S. Public Law 108-447 on December 8, 2004 designated September 17 each year as Constitution Day and Citizenship Day. It requires each federal agency to provide new employees with educational and training materials about the US Constitution as part of orientation. The law also requires federal agencies to provide US Constitution education and training materials to all employees on Sept. 17 of each year.
Workplace Safety	Every year occupational injuries and illnesses involving civilian federal employees occur. This course outlines the occupational safety and health requirements for federal employees. It covers the essential responsibilities federal government agencies have with regard to creating safe and healthful working environments. This course also provides information on the types of occupational safety and health training agencies should provide for their employees. It also addresses compliance and documentation of workplace safety incidents, the importance of accurate record-keeping, and the submission of annual reports to the Secretary of Labor. The course explores whistleblower protection with regard to occupational injuries and illnesses, and provides an overview of the compliance requirements mandated under OSHA Regulation CFR 1960 and Executive Order 12196.

Course	Description
Federal HR Flexibilities	Federal agencies have a wide range of human resource (HR) capabilities that can be used to help manage workforce challenges. The US Office of Personnel Management (OPM) is a federal government agency that helps other government agencies recruit and retain federal employees, provide with training and personal development programs, and overcome staffing challenges. The OPM also designs and implements key human resource-related polices across all government departments. This course provides an overview of the many personnel options and services available to applicants, existing employees, and managers in the federal government.
Federal Merit System Overview	The merit system principles are the standards that underpin federal management practices. They help ensure federal employees are treated fairly and equitably and that the federal employment system is based on merit. This course provides an overview of the merit system principles - what they are, how to apply them, and the prohibited personnel practices to avoid. The course also describes the regulatory and administrative structures that enforce the merit system principles.
The Plain Writing Act	Confusing content, imprecise instructions, and unnecessarily complicated processes all cause problems for people who need to read and use government documents. The Plain Writing Act aims to address these issues by requiring executive agencies to produce documents that are easy to understand and use. This course will help you meet this requirement by introducing principles of effective composition for both paper and web content, such as analyzing your audience, organizing the presentation of information, and choosing clear words and phrases.
Telework for Government Employees	This course provides telework guidelines for federal employees. It explains how to determine whether telework is a viable option for you, and how to prepare for a successful teleworking experience. This course also provides instruction on the best practices for teleworking, and how to manage the challenges associated with telework.
Building Web Apps Using Django: Introduction to Web Frameworks & Django	Explore the concept of web frameworks and how they can speed up development of web applications. Then, examine the Django framework, which includes several built-in options to help developers code up various useful features in web applications.
Exploring CI: Continuous Integration & CI Tools	Examine continuous integration along with why it is important for successful software projects. Discover best practices of continuous integration as well as some common mistakes made when integrating it into the organization. Explore the relationship between automated testing and continuous integration, the CI pipeline, and continuous integration tools.
Test Automation: Automated Software Testing	Explore the steps to becoming an automated tester and challenges faced in automated testing. Discover the automated tester mindset and goals of automated software testing. Also explore the differences between manual testing and automated testing along with the pros and cons of each method.
CLDFND: Cloud Characteristics	Explore the basics of cloud computing, how it developed to address traditional IT technology challenges, and NIST SP 800-145. Additionally, discover the requirements of the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cloud Service Models	Explore the purpose and characteristics of specialized service providers, cloud service providers, and service level agreements in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: IaaS, PaaS, & SaaS	Explore the IaaS, PaaS, and SaaS cloud deployment models, including how they differ from each other and cloud deployments, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Public & Private Cloud Deployment Models	Examine the features, risks, and challenges of public and private cloud deployment models in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Community & Hybrid Cloud	Explore the community and hybrid cloud deployment models, including how they compare to the public and private cloud models, and risks and challenges, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco CloudCenter	Explore Cisco CloudCenter, the replacement for the deprecated Cisco Intercloud, including its features and benefits, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco CloudCenter Components	Explore the software components of Cisco CloudCenter, including the tasks they can be used to perform and how they assist with administration, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco UCS	Explore the Cisco Unified Computing System, its features and components, and the workings of Cisco UCS Manager and Cisco UCS Central in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Server & Infrastructure Virtualization	Explore server virtualization and the technologies used to implement and manage it, cloud networking components, and virtualized networking in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Cloud Virtualization	Explore the Cisco Nexus 1000V virtualized switch, how it compares with the Nexus 9500 series switch, and how to configure it using the vSphere Web Client in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Virtual Networking Services	Explore Virtual Networking Services, what they are used for, and how they work in the data center or cloud environment, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: VLANs & VXLANs	Explore the concepts of VLANs and VXLANs, including VLAN limitations, and how VXLAN is used by cloud providers to overcome these limitations, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Virtual Application Containers	Examine Virtual Application Containers, including their purpose and components, and custom container requirements, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Unified Fabric	Explore Cisco Unified Fabric, including the data center cloud architectures, and the functionality, families, and licensing requirements of switches, in preparation for the 210-451 Understanding Cisco Cloud Fundamentals exam.
CLDFND: Software-Defined Networking	Explore the concept of Software-Designed Networking, including benefits and shortcomings of its use in the cloud virtualized environment, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Cisco Application Centric	Examine Cisco Application Centric Infrastructure, its components and uses, the role of APIC, and how to manage ACI Fabrics in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Storage Provisioning	Explore the concept of storage provisioning, including the basic concepts used in computing and the advanced concepts used in the cloud and data centers, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Storage Access Technologies	Discover the differences between the NAS and SAN storage access technologies in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Block & File Storage Access	Explore the main storage block technologies, SCSI and Fibre Channel, and various file access technologies like FAT and NTFS, in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: SAN, NAS, & Cisco Storage Network Devices	Explore SAN, NAS, and VSAN, as well as Cisco storage network devices and how to choose a Cisco storage solution in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
CLDFND: Integrated Infrastructure & Cisco InterCloud Fabric	Explore proven infrastructure solutions and their benefits, the Cisco InterCloud Fabric, and some exam tips and suggestions in preparation for the 210-451: Understanding Cisco Cloud Fundamentals exam.
AWS Cloud Practitioner 2019: AWS Cloud Deployment and Operation	Explore the fundamental aspects of cloud deployment and operations. You will learn the basics of deploying Linux and Windows instances as well as services like auto-scaling, ELB, EBS, S3, JSON, and AWS CloudFront. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Core AWS Services	Examine the five core services of Amazon Web Services: compute, storage, database, networking and content security, and analytics. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AWS Cloud Practitioner 2019: Technology Support Resources	Explore the AWS technology support services. Topics include billing and cost management, document and support, support plans, trusted advisor, CloudTrail, and Organizations. This course is one of a collection of courses that prepares learners for the AWS Certified Cloud Practitioner 2019 certification.
AZ-300 - Microsoft Azure Architect Technologies: Azure Web Apps	Discover how web app developers can host code or containerized applications in the Azure cloud and the management of web apps using various tools including the portal and Visual Studio. Explore the relationship between app service plans and web applications, and web app deployment using both the portal and Microsoft Visual Studio. Discover the Azure containers, clusters, and registry, and the Docker Engine and publishing. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-300 - Microsoft Azure Architect Technologies: Architecting Azure Solutions	Architecting Azure solutions means matching Azure resource configurations with business needs such as those related to Azure AD, RBAC, policies, VPNs and storage accounts. Also discover containerized applications, storage account security, and cost-saving measures in Azure. This course can be used in preparation for the AZ-300 - Microsoft Azure Architect Technologies certification exam.
AZ-400 - MS Azure DevOps Solutions: Design and Set Up Release Strategy &	Explore release management in DevOps, including how to design a release strategy and build a release management workflow. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Implement Deployment Patterns	Examine various deployment patterns and their implementation when utilizing Azure DevOps, as well as how to identify and implement a suitable deployment pattern based on needs. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Dependency Management & Security	Discover how to implement dependency management, as well as how to automate security and compliance scanning in the DevOps pipeline. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Infrastructure as Code & Security	Explore tools such as Azure Resource Manager, SonarCloud, Azure Activity Log, the Secure DevOps Kit for Azure, and PowerShell DSC, and how they can be used to create infrastructure as code, and manage security, and mitigate infrastructure drift. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Implement Infrastructure as Code	Explore how to implement infrastructure as code on Azure and some of the tools available to assist with this process. In addition, discover tools for managing security and configuration drift of infrastructure. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-400 - MS Azure DevOps Solutions: Implement Continuous Feedback	Explore the tools available in Azure DevOps, such as test plans, status dashboards, team workflows, alert baselines, and live site reviews. Discover how the Visual Studio App Center can be used to implement continuous feedback for the development team in a DevOps environment. This course can be used in preparation for the AZ-400 Microsoft Azure DevOps Solutions certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure Storage Account	Discover how access to Azure storage accounts can be controlled using RBAC, keys, shared access signatures, and access policies. Examine how custom keys can be used to encrypt cloud data and virtual machine disks. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Data Classification	Properly securing sensitive data can be influenced by industry security standards such as PCI DSS, as well as laws and regulations like GDPR and HIPAA. Explore how resource tagging, Azure Information Protection, and Data Loss Prevention are all designed to organize and control access to sensitive data. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Database Security	Explore how to secure your SQL and NoSQL Azure deployments through encryption, data masking, geo-fencing, and backups. Examine database auditing and how it can be used to shed light on security violations. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Database User Access	Explore how SQL and Azure AD logins can be used to authenticate to Azure SQL deployments and how RBAC and the Azure SQL Firewall also control database access. Discover how TDE provides data confidentiality and how security can be enhanced with database vulnerability assessments and threat policies. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Identity & Access Management	Discover how Azure AD can be used as a central identity provider to control resource access and how AD tenants can be created for identity isolation. Explore how access reviews can shed light on permissions that are no longer required and how Azure AD conditional access can secure Azure AD authentication through conditional access policies and OAuth 2.0. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure AD Connect	Discover how Azure AD Connect can link on-premises AD installations with Azure AD and how SSO can remove the need for users to authenticate to each and every app. Explore how to troubleshoot AD Connect sync issues with the Azure AD Connect troubleshooting tool. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure AD User Management	Explore the many ways Azure AD users can be created using bulk file import and how to enable MFA for some or all Azure AD users to enhance user sign-in security. Discover how SSPR allows users to reset their own forgotten passwords and how password lockout settings prevent brute-force attacks against Azure AD user accounts. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure AD Group Management	Explore methods for managing Azure Active Directory groups, including how static groups have a manually configured membership and dynamic groups determine membership based on attributes. Discover how SSGM allows users to request group membership and group owners to control membership. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Network Security	Discover how VNets can be used to isolate Azure cloud resources and how NSGs can allow or deny traffic to or from subnets and VM network interfaces. Examine the use of SSH for managing Linux, RDP for managing Windows, and jump boxes as central, publicly accessible administrative points. In addition, explore how Azure Firewall supports different types of rules to control network traffic into and out of networks. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: VPNs	Discover how VPNs provide an encrypted tunnel over the Internet from clients or on-premises networks to the Azure cloud. Explore how to configure a point-to-site or site-to-site VPN and how to connect a Windows 10 device to an Azure VPN. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Web Application Security	Discover how the design and implementation of a web app in the Azure cloud can determine its security posture. Explore how using custom domain names with TLS bindings allows the use of a custom DNS domain with connectivity over HTTPS and how web apps can also be backed up and protected by a WAF. Examine how API Gateways serve as proxies between the calling of an API and the API itself and how Application Security Groups organize and protect VMs based on their running workloads. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: VM Security	Discover how to reduce the attack surface for Azure VMs by hardening them. Explore how to use RBAC, SSH public key authentication, and antimalware, as well as how to apply updates, enable backup, and use VM scale sets to improve app availability. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Application Containers	Discover how application containers isolate app files and settings from the OS and other apps. Explore how containers can be secured in similar ways to app workloads, including how to apply updates and provide limited access. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure Key Vault	Explore Azure key vaults and how they can contain secrets, keys, and certificates, which are used to secure other resources such as VM disks and databases. Examine the key vault access policy and how it controls access to key vault contents. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.

Course	Description
AZ-500 - Microsoft Azure Security Technologies: Azure RBAC & Policies	Discover how to use RBAC to limit administrative access to Azure resources at the subscription, resource group, and resource levels. Explore how Azure policies provide more granularity than RBAC for the deployment and management of Azure resources. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Monitoring, Logging, & Alerts	Discover how to use Log Analytic workspaces to centralize Azure resource logged data from a variety of sources and how to run log queries. Examine how to configure Azure Monitor centralized alert and notification settings. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Azure Security Center	Explore the Azure Security Center and discover how it automatically collects Azure resource security metrics and provides hardening recommendations. Examine how playbooks can remediate security issues and can be triggered by alerts. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Review Course 1	Security must be considered when designing, implementing, managing, and monitoring Microsoft Azure usage. Review core concepts including how to apply security for Azure storage solutions ranging from storage accounts to Azure SQL Database. Specifically, review how to secure storage accounts, organize cloud resources with tagging, enable database masking, and configure Azure SQL firewall. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
AZ-500 - Microsoft Azure Security Technologies: Review Course 2	Review core concepts of Azure security, including how to apply security for a variety of Azure network and virtual machine solutions. Â Refresh your knowledge on how RBAC is used to delegate administrative access, and how to view Azure Security Center recommendations. Remind yourself on how to enable multi-factor authentication, password lockout, site-to-site connectivity, and JIT for VMs. In addition, review how to create a network security group, limit resource access, and use Azure Security Center. This course can be used in preparation for the AZ-500 Microsoft Azure Security Technologies certification exam.
MS-100 - Microsoft 365 Identity and Services: Authentication	Discover authentication for a Microsoft 365 solution. Explore multi-factor authentication, sign-in activities, and monitoring activity logs, in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Multi-Factor Authentication (MFA)	Discover how to design, configure, and administer multi-factor authentication, in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Application Access	Discover how to register and publish applications using Azure. In addition, explore how to configure an Azure AD application proxy, which is used to enable remote access to on-premise applications using Azure AD accounts. This course can be used in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: External Users	Discover how to implement access for external users of Microsoft 365 workloads. Explore topics such as creating B2B accounts, creating guest accounts, and designing solutions for external access in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Office 365 Workload Deployment	Discover how to plan Office 365 workload deployments, including planning hybrid configurations, workload data flow, and Microsoft 365 workload connectivity. This course can be used in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-100 - Microsoft 365 Identity and Services: Application Deployment	Explore the various aspects of planning Office 365 application deployments, including planning for Office 365 apps and software downloads and for Office 365 ProPlus deployment and connectivity. This course can be used in preparation for the MS-100 Microsoft 365 Identity and Services certification exam.
MS-200 - Configuring a Messaging Platform: Messaging Infrastructure Lifecycle	Explore how to manage the messaging infrastructure lifecycle. Discover how to plan an Exchange Server installation, prepare Active Directory for Exchange, and install and update Exchange services in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Database Management	Discover how to plan, create, configure, and troubleshoot databases for a modern messaging infrastructure. Explore how to verify the Exchange Mailbox Assistants service is healthy, test that the Exchange Search is enabled and functioning, and test the health of an instance of the Microsoft Exchange Mailbox Replication service. This course can be used to prepare for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Recipient Resources	Discover how to manage recipient resources such as groups, mailboxes, and license options. Examine how to archive mailboxes, manage groups and mailboxes, configure mailbox policies, and evaluate license options. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Database Availability Groups	Explore how Database Availability Groups provide high availability and data recovery features in Exchange 2019. Discover how to deploy, manage, and troubleshoot DAGs in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Transport Pipeline	Discover how to plan transport architecture and work with the Transport service on mailbox and Edge Transport servers. Explore how to design multi-site mail flow and plan for high availability mail flow solutions. Shadow redundancy components and requirements and working with shadow messages is also covered. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
Business Continuity: Cloud Integration	There are many factors to consider when integrating with a cloud computing environment. Explore cloud data storage architectures, cloud security concepts, how to evaluate cloud service providers, and cloud infrastructure components.
Business Continuity: Secure Cloud	Discover principles and concepts used to ensure secure cloud computing. Topics include disaster recovery, cloud security concepts, and retention.
Cloud Services: Cloud Computing Concepts	Explore fundamental cloud computing concepts, such as cloud service models, hosting options, and security considerations. Discover benefits of moving to the cloud, various cloud computing roles, and differences between on-premise and cloud implementations. Examine the IaaS, SaaS, and PaaS models, an delve into private, public, hybrid, and community cloud solutions. Risks, benefits, and common vulnerabilities are also covered.
DevOps Tools: Selecting the Right Tools	Discover the importance of selecting the right DevOps tools and the impacts of working with the wrong ones. Explore the steps that guide tool selection decisions, rules that should be considered, and what tools are appropriate for the different phases of DevOps. Examine tools for source code management, continuous integration, test automation, configuration management, containerization, release management, and continuous monitoring. How to install Bamboo and Jenkins, work with JMeter and API testing tools, and install and configure Nagios for continuous monitoring is also covered.
CI/CD Implementation for DevOps	Explore the role of CI/CD in implementing DevOps, the differences between CI and CD, the key principles of deployment pipelines, the essential pillars and phases of continuous integration, as well as the concept of Blue Ocean and the differences between Red and Blue Ocean strategies. Discover how to set up deployment pipelines with BitBucket and set up tools and implement continuous integration with Atlassian tools and Jenkins. Examine how to work with Jenkins Workflow and Jenkins DSL to integrate with other tools, jobs, and environments. How to implement CI/CD pipelines using GitLab, work with Jenkins to build simple Node.js and React applications, set up Blue Ocean in Jenkins, and create pipeline projects in Jenkins is also covered.
DevOps with Docker: Container Management	Explore a comparison of the traditional virtualization and container architectures, as well as the benefits of adopting containerization in DevOps workflows. Examine the supporting Docker technologies for networking, service discovery, orchestration, and cluster management. Discover how to implement networking in Docker and set up container networking. Dockerfile commands used for the build and run phases of managing images, Docker commands for performing critical container management tasks, setting up custom bridges for Docker, working with Open vSwitch, creating Docker images with Dockerfile, and using repositories and Docker Hub for image distribution and versioning is also covered.
DevOps with Docker: Implementing DevOps Using Docker	Explore the activities required to setup and configure Docker for development and the features of Sonotype Nexus and Artifactory repository manager. Discover how to run local registries, push and store images in local registries, implement tunnels to network containers present on multiple hosts, and use Docker Remote API to automate Docker tasks. In addition, examine how to set up an end-to-end Docker-based local development environment, build Docker-based applications, create the continuous integration workflow for building and testing applications with Docker and Jenkins, provision new resources and run containers on them using Docker Machine, implement ELK for continuous logging and monitoring, and install and configure Sonotype Nexus to set up repositories.
DevOps with Docker: Management in the Cloud	Explore tools that can be used to simplify network and service discovery in Docker, for Docker orchestration, and to adopt DevOps continuous delivery principles. Examine clustering and management, the architecture of Kubernetes, and how to connect containers across hosts using Ambassadors. In addition, discover how to implement Docker network solutions using Weave, create and configure Minikube clusters, setup the Minikube environment to communicate with the Docker daemon, work with Compose to deploy applications on Minikube, create GKE clusters, and install and build CI/CD pipelines with Jenkins X.
DevOps Cloud Automation: AWS DevOps Tools	Discover the benefits of DevOps principles and cloud computing in implementing enterprise-grade applications. Examine the DevOps workflow, the cloud components involved in building delivery pipelines, and the AWS and Azure components that can be used to set up DevOps pipelines. Explore scenarios where CodeDeploy can be used to automate deployments on various target environments. In addition, how to install the AWS CLI and PowerShell, set up CodeCommit to provision code repository, set up Cloud9, work with CodeBuild to implement continuous integration services, and automate release pipelines and software deployments to Amazon EC2 using CodePipeline and CodeDeploy is also covered.
DevOps Automation: Configuration Management	Explore the DevOps tasks involved in implementing automation, the elements of infrastructure involved in managing configuration, and how to enable artifact management and deployment automation. Examine the primary benefits of DevOps automation, the best practices for adopting the CAMS principle for DevOps automation, and release management tools that can be used to improve releases with DevOps delivery pipelines. Discover the practices and technologies involved in implementing DevOps and use cases that demonstrate the implementation of automation for virtualization, deployment, release, and cloud management. In addition, how to automate the creation of EC2 instances, set up RDS using Infrastructure as Code, manage configuration and automate DevOps using CFEngine, and configure and implement release management for applications using Git and Jenkins pipelines is also covered.
DevOps Automation: Delivery Mechanisms	Explore the benefits of adopting modern delivery models, the different types of tools that can be used to automate a build, and the benefits and process of deployment automation using deployment workflows. Examine the test automation workflow and DevOps testing strategies adopted in DevOps pipelines, as well as methods and tools that can be used to implement infrastructure automation. Discover DevOps tools that provide functional and automation features, the steps involved in managing development and deployment artifacts, how to automate build workflows using Maven and Jenkins, and how to develop test automation frameworks.
SaltStack for DevOps: Working with SaltStack Components	Explore the architecture, architectural components, and characteristics of Salt and the role it plays in implementing DevOps. Examine how to effectively utilize Salt and how to install, configure, and implement various products of SaltStack. Implementing the capabilities of Agentless Salt, Grains, Salt engine, and execution modules is also covered.
SaltStack for DevOps: Configuration Management with SaltStack	Explore configuration management in SaltStack and the features of the Jinja2 templating engine. Discover how to build Salt configuration using Salt state, formulas, templates and pillars. Implementing Salt event-driven architecture and working with beacons and reactors is also covered.
MERN: Advanced MERN Development	The MERN stack is an excellent choice for building powerful and flexible data-driven web applications. Discover how to employ the different technologies that comprise the MERN stack to build a basic authentication application.
Data Infrastructure: Databases in FSD Development	Discover the role databases play in the FSD development process. Explore both relational and non-relational databases, including the MySQL, PostgreSQL, and MongoDB databases systems, and how they are used in both the test and live environments of FSD development.
CI/CD Pipelines: Full Stack Developer CI/CD	Discover FSD continuous integration and deployment and their importance. Examine some of the best practices of FSD continuous integration along with common mistakes. In addition, explore the relationship between automated testing and continuous integration, elements of the CI/CD pipeline and the steps to implement it, and continuous integration tools.
Deploying FSD Projects: Deployment Overview	Examine available strategies for deploying full stack software solutions and the differences between traditional software solution deployment and full stack deployments. Explore deployment tools and platforms, including Java Spring, Git, and Heroku, as well as deployment security best practices.
Full Stack End-to-End Testing	Explore FSD software testing methods, along with testing strategies and when to use them. Discover the key components of end-to-end software testing, full stack usability testing methods, and automated testing. In addition, examine end-to-end, unit, performance, database unit, and security testing, as well as how to create a testing plan.
FSD Development: Java Spring Framework	Explore the components and features of the Spring Framework and how to use them to create enterprise Java applications. Discover how to install and configure the framework, build a Rest API, work with the Spring Data component to access and write to a database, and use Spring Security to secure an application. In addition, examine how to use Spring Bean and the BeanFactory, and how to use the Spring MVC Framework to create a simple web application.
Secure Full Stack Developer Programming	Explore essential best practices and concepts for secure Full Stack Development programming. Discover how to protect the various layers in the FSD stack by by configuring SSL, preventing and defending against attacks, analyzing logs, and cookie prefixing.
CompTIA Linux+ XK0-004: Bourne-again Shell & Scripting	Explore Bourne-again shell scripting and customization including how to configure login scripts for global and individual users, as you prepare for the XK0-004: CompTIA Linux+ certification exam.
Architecting Balance: Designing Hybrid Cloud Solutions	Explore the differences between on-premise and hybrid cloud deployment and the challenges and benefits afforded by hybrid cloud architecture. Discover how to derive goals and design process for a successful hybrid cloud implementation.
Architecting Balance: Hybrid Cloud Implementation with AWS & Azure	Explore the various services and components provided by AWS and Azure that can be used to implement hybrid cloud solutions. Discover how to implement hybrid cloud environments using AWS and Azure Stack.
Applied Deep Learning: Unsupervised Data	Explore deep learning and the implementation of deep learning-based frameworks for NLP and audio data analysis. Discover the architectures of recurrent neural network, the challenges associated with unsupervised learning, prominent statistical classification models, and the differences between generative classifiers and discriminative classifiers. The different types of generative models, the characteristics of the different classes of artificial neural networks, and the essential capabilities and variants of ResNet are also covered.
Applied Deep Learning: Generative Adversarial Networks and Q-Learning	Explore the variations of generative adversarial network and the challenges associated with its models, as well as the concept of deep reinforcement learning, its application, and how it differs from deep learning. Discover how to implement deep convolutional autoencoders, implement generative adversarial network Discriminator and Generator, build Discriminator for training model, and implement Deep Q-Learning using Python, Keras, and OpenAI Gym.
Advanced Reinforcement Learning: Principles	Delve into reinforcement learning concepts, including terms used to formulate problems and workflows, prominent use cases and implementation examples, and algorithms. Examine the differences between reinforcement learning and machine learning, and explore Markov Decision Process, Markov Reward Process, and the capabilities of the Markov Decision Process toolbox and the algorithms implemented within it.
Advanced Reinforcement Learning: Implementation	Examine the role of reward and discount factors in reinforcement learning, as well as the multi-armed bandit problem and approaches of solving it. Explore characteristics of the Bellman equation, the application of reinforcement learning agents, the reinforcement learning taxonomy defined by OpenAI, and how to train deep neural networks with reinforcement learning. How to install the Markov Decision Policy toolbox, implement Discounted Markov Decision Process using the policy iteration algorithm, work with reinforcement learning agents, and implement deep Q-Learning using Keras and OpenAI Gym are also covered.

Title	Description
Enterprise Architecture: Architectural Principles & Patterns	Explore software architecture concepts, including the 4+1 view model, consumer-driven contracts, architectural patterns, and architectural styles and solution patterns that be used to manage common issues. Examine the structure of a software project team, along with the tasks and activities that a software architect is expected to perform. Discover software and enterprise design principles and architectural principles that can be applied to business, data, and technology.
Enterprise Architecture: Design Architecture for Machine Learning Applications	Explore software architectures used to model machine learning applications in production, as well as the building blocks of machine learning reference architecture. Examine the pitfalls and building approaches for evolutionary architectures, Fitness function categories, architectural planning guidelines for machine learning projects, and how to set up complete machine learning solutions.
Implementing Deep Learning: Practical Deep Learning Using Frameworks & Tools	Explore the concept of deep learning, including a comparison of deep learning with machine learning, the essential ingredients of deep learning, and how to select the right deep learning frameworks and platforms. Discover the challenges associated with debugging deep neural networks, as well as how to implement recurrent convolutional neural networks and deep neural networks using Caffe2, Python, and Keras.
Implementing Deep Learning: Optimized Deep Learning Applications	Explore the concepts of computational graphs, interfaces for programming GPUs, and TensorFlow Extended and its pipeline components. Discover features and elements that should be considered when building deep learning models, as well as hyperparameters that can be tuned to optimize deep learning models. How to set up the TensorFlow Extended environment, and work with ExampleGen, StatisticsGen TFX pipeline components, and TensorFlow Model Analysis is also covered.
Improving Neural Networks: Neural Network Performance Management	Explore the machine learning problems that can be addressed using hyperparameters, the prominent hyperparameter tuning methods along with the problems associated with hyperparameter optimization. Discover how to identify overfitting scenarios and the approaches that can be used to prevent overfitting, the impact of bias and variances on machine learning algorithms, and the performance of machine learning using data and algorithms.
Improving Neural Networks: Loss Function & Optimization	In this course we will explore the concept of Loss function, the different types of Loss function and their impact on Neural networks, explore the causes of Optimization problems, alternatives to optimization, the prominent Optimizer algorithms and their associated properties and the concept of Learning rates in Neural networks.
Improving Neural Networks: Data Scaling & Regularization	Explore how to create and optimize neural network models, scaling data, batch normalization, and internal covariate shift. Discover the learning rate adaptation schedule, batch normalization, and L1 and L2 regularization. Finally, discover gradient descent using Python, Keras and TensorFlow.
ML/DL Best Practices: Machine Learning Workflow Best Practices	Explore the phases of machine learning and deep learning workflows, as well as the data workflows that can be used to develop machine learning models, the best practices for building robust machine learning systems, and the challenges associated with debugging models. Discover the benefits of using checklists to develop and implement end-to-end machine learning and deep learning workflows and models, how to identify and fix issues associated with training, generalizing and optimizing machine learning models, and common design choices for implementing deep learning projects.
ML/DL Best Practices: Building Pipelines with Applied Rules	Explore how to troubleshoot deep learning models and build robust deep learning solutions. Discover the technical challenges of machine learning and how to deal with them and analyze case studies on the impacts of adopting deep learning best practices and deploying deep learning solutions in the enterprise. Review approaches for implementing scalable machine learning systems and rules for building machine learning pipelines into applications. Finally, discover how to use feature engineering to pull features, manage training-serving skew and slowed growth, optimize refinement and complex models.
Enterprise Services: Enterprise Machine Learning with AWS	Explore the features and operational benefits of cloud platforms in implementing machine learning. Examine Amazon Web Services machine learning tools, services, and capabilities, as well as the architecture and internal components in Amazon SageMaker. Discover how to work with Amazon Machine Learning Console and Amazon SageMaker to create data sources, implement machine learning models, and use the models to facilitate predictions.
Enterprise Services: Machine Learning Implementation on Microsoft Azure	Explore Azure machine learning tools, services, and capabilities and compare Azure Machine Learning Studio and Azure Machine Learning Service. Examine the capabilities of MLOps in managing, deploying, and monitoring models for quality and consistency. Discover how to create Azure Machine Learning Service workspaces, configure development environments for Azure Machine Learning, build and manage machine learning pipelines with Azure Machine Learning Service, use Microsoft Azure Machine Learning Studio to work with datasets, train models and projects, develop and deploy predictive analytic solutions using the Azure Machine Learning Service visual interface, work with Azure Machine Learning R Notebooks to fit and publish models as web services, enable CI/CD for Machine Learning projects with Azure Pipelines, track code from Azure Repos or GitHub, trigger release pipelines, and automate machine learning deploymentsâ€"using Azure Pipelines.
Enterprise Services: Machine Learning Implementation on Google Cloud Platform	Explore Google Cloud Platform machine learning tools, services, and capabilities and the different stages in the Google Cloud Platform machine learning workflow. Examine the features and ML capabilities of BigQuery, as well as the Google AI Platform and Google Cloud AutoML components and features used for training, evaluating, and deploying machine learning models. Discover how to train models using the built-in linear learner algorithm, submit jobs with GCloud and Console, create and evaluate binary logistic regression models, set up and work with Cloud Datalab, use AutoML Tables to work with datasets, work with AutoML Tables to train machine learning models for predictions, and work with Google Cloud AutoML Natural Language to create custom machine learning models for content category classification.
NLP for ML with Python: NLP Using Python & NLTK	Explore the concept of natural language processing (NLP), how it is used, and the benefits and challenges associated with it. In addition, discover essential components of NLP, including parsers, corpus, and corpus linguistic, as well as how implement regular expressions, tokenization, and stop words using NLP libraries and the Natural Language Toolkit (NLTK).
NLP for ML with Python: Advanced NLP Using spaCy & Scikit-learn	Explore the differences between stemming and lemmatization, and learn to extract synonyms, antonyms, and topics. Discover how to process and analyze texts, and implement text classification and sentiment analysis using the Natural Language Toolkit (NLTK), spaCy, and Scikit-learn.
Refactoring ML/DL Algorithms: Techniques & Principles	Explore prominent techniques for refactoring code, as well as the design patterns, principles, and challenges associated with code refactoring. Discover how to refactor Python code using Rope and various other techniques and how to identify anti-patterns that may complicate refactoring.
Refactoring ML/DL Algorithms: Refactor Machine Learning Algorithms	Explore the principles of designing machine learning algorithms, as well as how to refactor machine learning code and use SonarQube to build code coverage for machine learning code written in Python.
Updating to Server 2019 : Windows Server 2019 Features	Windows Server 2019 offers numerous new features and enhancements. Explore these new features in Windows Server 2019 that relate to general experience, hybrid cloud, and security.
Updating to Server 2019: Storage, Failover Clustering, & Application Platform	Explore new storage, failover clustering, and application platform features in Windows Server 2019. Examine Storage Migration Service, Storage Spaces Direct, and replicas. Discover Clusterâ€"Aware Updating, cluster sets, and encrypted networks, as well as features of the Windows Time service.
Updating to Server 2019: Windows Server Installations	Discover how to plan and prepare for Windows Server 2019 clean installations and migrations. Explore the licensing, planning, and installation of Windows Server 2019, including installing Windows Server core and installing Windows Server to Azure. Examine a Cluster OS Rolling Upgrade and migrations to Windows Server. How to install Server Core, how to install Windows Server to Azure, and how to perform various post upgrade tasks, including version confirmation and checking application compatibility, are also covered.
Updating to Server 2019: Server Configuration	Explore how to perform common Windows Server 2019 configuration and management tasks. Discover the capabilities of the Server Manager and Windows Admin Center, and how to deploying Remote Desktop Services (RDS).
Updating to Server 2019: Server Roles	Discover how to install and configure a number of key administration server roles in Windows Server 2019. Explore the use of the File Server Resource Manager role, how to configure quota management, and how to install print servers and Active Directory using Server Manager. In addition, installing and working with DHCP, DNS, and Hyper-V is covered.
Updating to Server 2019: PowerShell for Windows Server	PowerShell 5.1 is a command-line shell and scripting utility that comes standard in Windows Server 2019. Discover how to use PowerShell to perform basic administration tasks, such as installing DNS, DHCP, and Active Directory.
Advanced Agile: Tools & Techniques	Discover the Agile tools and techniques for creating and managing the product backlog, and the sprint backlog. Also review daily Scrum meetings, burndown charts, performance metrics, and project review meetings.
Advanced Agile: Leadership Techniques	Discover leadership variances and management techniques for managing Agile teams and the projects. Examine the differences between Agile and traditional projects, leadership best practices, and Agile real-world uses. In addition, explore Agile risk management, continuous improvement, team dynamics, and coaching.
Value-driven Delivery: Delivering Value in Agile Projects	Explore value-driven delivery, including Agile values and principles, the shared product vision, and addressing risk or anti-value. Discover the benefits of using simple tactile tools and information radiators. Examine the importance of minimizing work in progress, removing bottlenecks, and establishing a regular cadence and flow of value delivery.
Advanced Agile: Software Project Management	Discover the challenges faced by an organization transitioning to Agile and examine comparisons of the Hybrid, Lean and Bimodal Agile models and frameworks. Explore scaling models, the SAFe Agile model, governance frameworks for adopting Agile, and building an Agile culture.
Advanced Agile: Software Development Concepts	Explore Agile tools such as initiatives, themes, epics, and stories and their role in software development. Examine best practices such as modularity, coupling, and cohesion, as well as how to integrate UX design with Agile. Examine concepts such as extreme programming, continuous integration, pair programming, test-driven development, and code refactoring. In addition, mentoring and working with distributed teams is also covered.
Agile Software Development: Agile Project Management Techniques	Explore Agile project management techniques, feature-driven development, and Agile modeling. Examine the self organizing teams and how they operate, as well as team member roles and responsibilities. A comparison of Agile project management frameworks and tools is also provided.
Business Analysis for Project Management: Practices for Early Project Stages	Business analysis determines the organizational goals, product vision, and user preference data needed to ensures proper business decisions can be made. Explore how a project analyst implements fundamental business analysis practices into software project management during the initiation and planning stages of the project.
Business Analysis for Project Management: Practices for Later Project Stages	Properly defined scope statements, designing flow diagrams, establishing roles and responsibilities, and applying different methods of effect analysis all aid in business analysis and improving project processes. Explore how a project analyst implements business analysis practices and methods into software project management for the execution, monitoring, controlling, and continuous improvement of the project.
Project Management Needs vs. Expectations	Needs and expectations are easily confused. Project Managers must determine client needs while managing their expectations. Discover the art of balancing needs and expectations in the context of project management.
Decision Making for Software Project Managers	Decisions are a critical responsibility of project managers, but the process of making decisions can be difficult. Explore decision-making in software development environments and how to make decisions more quickly and effectively.
Project Evaluation: Defining Success Metrics	Effective metrics play an important role in ensuring the success of a software project. Discover how metrics are used to evaluate projects and explore the various types of Agile metrics including Lean, Kanban, and Scrum. Discover what defines a metric, what makes a metric powerful and how to effectively evaluate using metrics.
Agile Hybrid Approaches	Explore Hybrid Agile approaches, including situations when a hybrid approach may be appropriate, common hybrid models, and assessments of Agile and hybrid suitability. Discover the stages of knowledge gaining and project tailoring and examine the impact of hybrid approaches on fundamental Agile values and principles.
Interpreting Stakeholder Needs: Managing and Engaging Stakeholders	Effective stakeholder engagement techniques helps to ensure succesful projects. Discover how important stakeholders are in a project, the processes involved in managing stakeholders and how projects can have different types of stakeholders including internal and external. Discover how to idenfify stakeholder needs and learn about common tools used to document requirements and effectively communicate with stakeholders.
Software Data Analysis: Project Management Metrics	Explore the differences between traditional and Agile software project management. Discover how to use real-time data metrics for command, control, and decision making. Examine the role metrics play in monitoring teams and continuous development, the role of software project management tools, and how to use JIRA to manage software projects.
Risk Management: Project Risk Assessment	Explore the importance of assessing and managing project risk, including the role of the project analyst, recognizing risk, important terms, and types of risk. Discover how to identify and classify risk, use qualitative and quantitative methods to assess risks, and use the risk register tool. Risk management strategies and best practices, and how to evaluate the efficiency of your risk management strategy, are also covered.
Software Projects: Recruiting the Project Team	Explore how to find the right talent for a software project team to ensure the success of the software project. Discover the requisites skills for successful teams and the challenges in recruiting. Take a look interviewing and onboarding skills, as well as communication and technical skills. Finally, examine best practices in retaining the software team.
Project Management: Scrum Framework for Software Development	Explore the Agile and Scrum frameworks and how they relate to each other. Discover the importance of activities, artifacts, and roles in the Scrum framework, as well as the role of Scrum in test-driven development and continuous integration.
Business Orientation: Strategic Organizational Goals	Discover how to frame the strategic vision for the organization and align the organizational activities to achieve the defined strategic goals. Explore key terms in organizational business strategy, strategic goal approaches, strategic planning, SWOT analysis, vision and mission statements, and SMART business objectives. Examine how to align objectives with goals, make the strategic plan effective, and revise and improve the strategic plan.
Advanced Python Topics: File Operations in Python	Python includes several functions and modules that simplify working with files, whether reading from them or writing to them. Explore operations for standard text files and handling of formatted data such as JSON and CSV using Python modules designed for such data.
Advanced Python Topics: Exceptions & Command Line Arguments	Examine the different types of exceptions that can be raised in Python and how they can be handled using except blocks. Explore the execution of Python scripts from the command line, including the use and parsing of command line arguments.
Advanced Python Topics: Python Modules & Virtual Environments	Explore built-in Python modules that allow you to perform many common operations without having to write the associated code. These operations range from random number generation to frequently used math calculations. Examine the steps involved in building custom modules to package functions, properties, and classes for distribution to end users. Discover how to use the virtualenv tool to create independent virtual environments so that Python apps with conflicting dependencies can run on the same machine.
Advanced Python Topics: Migrating from Python 2 to Python 3	Discover the key differences between Python 2 and Python 3, as well as some of the options available to upgrade your Python 2 apps to run on Python 3. Explore how to set up the Jupyter Notebook IDE to use a Python 2 kernel so that you can modify and run your Python 2 scripts from this interface. Next, examine some of the variations in the syntax and the output of various operations between versions 2 and 3 of Python. How to use the 2to3 conversion tool in order to transform Python 2 scripts to executable Python 3 code is also covered.
Flask in Python: An Introduction to Web Frameworks & Flask	Explore the steps involved in building a web application and how using a web framework can help with the process. Examine the features of the Flask framework that help to simplify the creation of a web site, including Flask routes, templates, and extensions.
Flask in Python: Building a Simple Web Site Using Flask	Discover how to install Flask in a virtual environment and create a Hello World web site using Flask. Explore the use of routes, boilerplate sources, and template definitions using Jinja to build a site efficiently and in a manner that is easy-to-maintain.

Course	Description
Flask in Python: User Interactions in Flask Applications	Discover how to handle errors in Flask, enable POST requests on a route, and log information for a Flask application. Examine the features of message flashing and how to style them. Explore how to configure and customize the acceptance of user input on web sites using the WTForms library.
Flask in Python: User Authentication in a Flask Application	Discover how to integrate a SQLite database with a Flask application and how to use the database and the flask-login extension to implement user authentication and sessions. Explore how to display web site reviews, test feedback functionality, and use images in a web site.
Introduction to Using PyCharm IDE	PyCharm is one of the most intuitive and feature-rich IDEs available for Python development. Explore some of the important features of this IDE, such as debugging with breakpoints, Python package installation, and even customizing syntax highlighting.
Python Design Patterns: Principles of Good Design	Explore how the SOLID principles can help to make software designs easier to understand and maintain. Examine the five SOLID principles - Single Responsibility, Open/Closed, Liskov's Substitution, Interface Segregation, and Dependency Inversion - as well as the creational, structural, and behavioral design patterns.
Python Design Patterns: Working with Creational Design Patterns	Explore the details and implementation of five commonly used creational design patterns - Singleton, Factory, Abstract Factory, Builder, and Object Pool.
Python Design Patterns: Working with Structural Design Patterns	Explore the design and implementation of five commonly used structural design patterns - Adapter, Decorator, Façade, Proxy, and Flyweight. Examine how these patterns can be used for tasks like working with legacy components, dynamically adding responsibilities, offering a simple client interface, controlling object access, and efficiently using lightweight resources.
Python Design Patterns: Working with Behavioral Design Patterns	Explore the design and implementation of five commonly used behavioral design patterns - Strategy, Chain of Responsibility, Observer, Command, and Iterator. Examine how these patterns can be used in Python built-in functions, in simple and complex use cases, for performing undo operations, and with Python special methods.
Excel with Python: Working with Excel Spreadsheets from Python	Explore how Microsoft Excel spreadsheets can be created, opened, and modified programmatically from within Python. Discover how the powerful openpyxl library can be used to manipulate Excel's object model programmatically from within Python.
Excel with Python: Performing Advanced Operations	Discover more complex operations on Excel workbooks including the use of conditional formatting, named ranges, and merged cells. Explore data analysis and the use of pivot tables, as well as the locking of cell references using the $ operator are covered as well.
Excel with Python: Constructing Data Visualizations	Discover how to use of the powerful openpyxl library in building visualizations such as line, bar, and bubble charts in Excel. Explore the use of stock charts to display financial information is covered as well.
Socket Programming in Python: Introduction	Sockets are a means by which two processes or applications can communicate information. Explore the basics of socket programming and see how small bits of data, ranging from simple text to Python objects, can be transferred between applications via sockets.
Socket Programming in Python: Advanced	Discover socket programming advanced features, including the transfer of large files over sockets, two-way communication, and the differences between blocking and non-blocking sockets.
Authentication & Encryption: Best Practices	Explore the authentication, authorization, and encryption options that a security architect will need on a day-to-day basis. The focus will be on two fronts - from a network security standpoint including cloud services and internal solutions an Agile and DevOps environment.
Digital Forensic Techniques & Investigative Approaches	Explore digital forensics best practices and techniques and how they relate to investigations, data integrity, proper evidence handing, and legal and privacy considerations. Discover the different types of digital forensics and the differences between criminal, civil, and intellectual property investigations. Typical methodologies and investigative approaches including preservation, collection, examination, and analysis are also covered.
Intrusion Detection Best Practices	Intrusion detection systems allow you to monitor traffic and send alerts when abnormal activities have been detected. Explore the concepts of traffic analysis and intrusion detection systems, including network forensic analysis, sniffing and sensors, signal and noise, and brute force analysis. Discover how to work with Snort, Bro, and Wireshark to perform intrusion detection, as well as how to evade detection with nmap.
Intrusion Prevention: Best Practices	Intrusion prevention helps you detect and stop various attacks that other security components may miss. Explore the objectives and tools of intrusion prevention, including kernel attack prevention, vulnerability discovery, remediation strategies, scan detection, and evasion techniques.
Risk Analysis: Security Risk Management	Explore security risk management concepts and discover how to assess, categorize, monitor, and respond to organizational risks. Examine key terms such as threats, vulnerabilities, impacts, and risks, as well as the steps involved in the NIST risk management framework.
Information Security: APT Defenses	Discover key Advanced Persistent Threat concepts such as defenses and best practices. Explore the common APT attacks and mitigation techniques that can be used, APT tools, and how to create effective APT checklists.
Information Security: NACs & Gateways	Discover the key NAC concepts such as NAC features, the importance of NAC in a network, various NAC elements, authentication, and its implementation. Explore the risks and challenges associated with BYOD and IoT.
Information Security: Subnetting & DNS for Security Architects	Discover key concepts related to subnetting, VM, Container, and DNS security. Examine tips and tricks used in subnetting and subnetting advantages. Explore CIDR notation, deployment and security considerations for VMs and containers, and types of DNS attacks and mitigation strategies.
Information Security: Securing Networking Protocols	Explore the key concepts of common protocols in use, and discover the security issues of TCP/IP model and security protocols.
Information Security: Hardened Security Topologies	Discover the key concepts of different security topologies. Explore their advantages and disadvantages, techniques, integration with cloud, and layers of cloud security.
Information Security: Continual Infrastructure Testing	Discover key DevOps concepts such as continuous security and security monitoring, benefits of using DevOps and best practices of DevOps security. Explore the secure DevOps lifecycle and learn about security risks and the various tools used for DevOps testing.
Information Security: Security Governance	Discover the importance of implementing security governance in an organization. Explore the differences between governance and management, types of governance frameworks, and the roles of senior management. Ensuring good IT security governance, risks and opportunities, security governance programs, and governance framework structure is also covered.
Information Security: Honeypots	Explore various honeypot concepts, such as the types of honeypots, roles and uses of a honeypot, and how honeypot data analysis is used. Examine the strengths and weaknesses of a honeypot and how its placed in networks.
Information Security: Pen Testing	Explorer the key pen testing concepts such as vulnerability assessment, types of pen testing, and threat actors. Discover why pen testing is needed and the tools used for pen testing.
Incident Tracking & Response	Explore incident tracking and response measures from the standpoint of a security architect. Familiarize yourself with how to identify, categorize, track, and respond to incidents, as well as incident categories, integrating tracking into an organization, effective tracking, and tracking tools. In addition, discover how to set incident response policies, use response metrics, and work with the continuous monitoring approach to tracking. Cybersecurity regulations you should be know about are also covered.
Security Vulnerabilities: Managing Threats & Vulnerabilities	Explore the threat categories in the STRIDE model, including spoofing, tampering, repudiation, information disclosure, denial of service, and escalation of privilege. In addition, examine basic scanning using the Nmap utility.
1Z0-806 - Java SE 11 Programmer II: Fundamentals	Explore Java SE 11 and its language enhancements, the Shebang mechanism, and key features. Discover how to create and run simple executable Java programs, as well as how to create, import, and manipulate packages and strings. How to declare and initialize variables, work with local variable type inference, transform null or empty strings into an empty optional, and execute Single-File Source-Code programs is also covered.
1Z0-806 - Java SE 11 Programmer II: Arrays & Program Flow Control	Explore the structure of Java classes, as well as how to work with Java control statements, Java operators, and loops. Discover how to declare, instantiate, initialize, and work with one-dimensional array, two-dimensional array, and Java objects. Finally, how to read and write to object fields and manipulate data with the StringBuilder class is also covered.
1Z0-806 - Java SE 11 Programmer II: Object-oriented Programming in Java	Discover object-oriented programming (OOP) basics including how to create methods, overloaded methods, constructors with arguments, subclasses, and superclasses in Java. Examine how to extend abstract classes, apply the static keyword to methods and fields, apply access modifiers, apply encapsulation principles to classes, enable polymorphism, and use polymorphism to cast and call methods.
1Z0-806 - Java SE 11 Programmer II: Fundamental Language Enhancements	Explore the differences between overloading, overriding, and hiding, as well as the differences between class inheritance and interface inheritance. Examine checked and unchecked exceptions and errors, along with the characteristics of Modular JDK in Java SE 11. In addition, discover how to create interfaces and try-catch blocks, create and invoke methods throwing exceptions, and work with list instances, ArrayList instances and Lambda expressions.
1Z0-806 - Java SE 11 Programmer II: Core JVM Enhancements and Features	Explore the concept of HotSpot, how to control JVM compilation with compiler directives, the changes introduced in JDK 11, and the performance enhancements in Oracle's HotSpot Virtual Machine. Examine the role of class data sharing and the features of Native Memory Tracking. How to write directives to control compilation, transform null or empty strings into empty optional, and work with Java SE 11 nest-based access control is also covered.
1Z0-806 - Java SE 11 Programmer II: Core Java Libraries	Explore the features, libraries, and process APIs introduced in JDK 11. Discover how to work with Java serialization filters, the jdeprscan tool, and streams. In addition, how to create pattern-based filters, custom filters, and unmodifiable collections, and how to work with processes and retrieve process information is also covered.
1Z0-806 - Java SE 11 Programmer II: Class Concepts & Managing Exceptions	Explore how to compile and run modular projects, the semantics of anonymous classes, attributes and methods of Enum class, and exception handling mechanisms in Java SE 11. Discover how to declare and enable access between modules, and also how to create and use final classes, anonymous classes, custom exception classes, nested classes, the AssertionError class, and Enumeration in Java SE 11.
1Z0-806 - Java SE 11 Programmer II: Generics & Collections in Java	Explore the concepts of Generics and Collections in Java, including different types of Generics, the Collections framework, implementations of Adapter and Map interfaces, features of concurrent implementations, and custom collection development. Discover how to create and use interfaces with default and private methods, simplify programs with Wrapper classes, and manage objects with boxing and unboxing. Working with diamond notation, NavigableSet, ConcurrentMap, ConcurrentNavigableMap, and marker interfaces is also covered.
1Z0-806 - Java SE 11 Programmer II: Functional Programming in Java	Explore implementations of comparable subinterfaces, the features of the Collator and RuleBasedCollator classes, the rules of functional interfaces and their role in functional programming, and the structure and syntax of building Lambda expressions. Discover how to work with the Comparator and Comparable interfaces, RuleBasedCollator, convenience factory methods and functional interfaces, as well as how to create and work with Lambda expressions and Lambda statements in Java SE 11.
1Z0-816 - Java SE 11 Programmer II: Streams & Pipelines	Explore streams and the Stream APIs, the differences between collections and streams, the structure of stream operations and pipelines, and methods of Stream interface in Java SE 11. Discover how to create basic streams and apply methods on them, apply reduction on parallel operations to manage concurrency, use the StreamSupport class to create low-level streams, and prevent interference when executing stream pipelines.
1Z0-806 - Java SE 11 Programmer II: Lambda Operations & Streams	Explore the java.util.function package interfaces, the roles of the Predicate, Consumer, Function, and Supplier interfaces, approaches for searching Stream data, and Optional class methods. Discover how to work with Lambda expressions, method references, and Function package interfaces, as well as how to extract, search, and match Stream data using the Stream API. How to implement calculations using the count, max, min, average and sum Stream operations is also covered.
1Z0-806 - Java SE 11 Programmer II: Implementing NIO.2	Explore the concept of NIO.2, implementing buffers, the attributes and methods of Path and File classes, and the channels supporting asynchronous I/O operations. Discover how to perform file I/O operations, manage metadata and walk a file tree using NIO.2, watch for changes in directories, use asynchronous datagram channels and multicasting, and implement completion handlers. Using the new java.nio.file.files class methods that were added in the in Java SE 11 is also covered.
1Z0-806 - Java SE 11 Programmer II: Java Migration & Service Management	Explore cyclic dependency, the different types and components of services, service design and development, and service provider deployment as modules. Discover how to migrate from Java SE 9 to Java SE 11, run modularized applications, use JDeps, obtain service loaders, create worker threads, work with java.util.concurrent collections and classes, and write thread-safe code.
1Z0-806 - Java SE 11 Programmer II: Concurrency Management	Explore threading problems, the different states of threads, and concurrency management packages, synchronization classes, memory consistency properties. Examine the the Executor interface, classes that can be used to provision tuneable thread pools, and the exceptions that can be thrown while working with concurrency. How to use the CountDownLatch and CyclicBarrier classes, use the ForkJoinPool and ForkJoinTask methods, and work with the TimeUnit enum is also covered.
1Z0-806 - Java SE 11 Programmer II: Database Applications	Explore the contents of the java.sql package, how various SQL types are mapped to classes and interfaces, and enhancements in the features of the javax.sql package. Examine the Enum classes and their uses in JDBC and RowSet objects that can be used to hold tabular data in Java SE 11. In addition, discover how to connect to databases, perform CRUD operations with PreparedStatement, perform database operations using PreparedStatement and CallableStatement, work with DatabaseMetaData and ParameterMetaData interfaces, and use RowSet objects to manage data.
1Z0-806 - Java SE 11 Programmer II: Localization in Java	Explore the concept of localization in Java SE 11, including locale management, using the Locale class, and resource bundles and their uses. Discover how to format messages, dates, and numbers, as well as how to work with commonly used annotations and the Annotation package Enums. In addition, how to create and use resource bundles, apply annotations to classes and methods, and build and declare custom annotations is also covered.
Software Testing Foundation 2018: Static Testing	Explore the remainder of chapter 3 from the ISTQB Software Testing Foundation Level 2018 certification exam syllabus, which covers static testing and the related review process, review types, and review techniques.
Transition to Scrum: Agile Foundation to Scrum	Discover how Scrum is applied to software project management, and explore the key aspects of Agile, Scrum, and Lean and how they fit into the Agile mindset. Examine how Agile differs from traditional project management, the basics of Scrum, and the relationship between Scrum and both Agile and Lean. Common misconceptions about Scrum are also covered.
SCRUM Meetings: On-target Daily Meetings	Explore the Daily Scrum, including guidelines and best practices, the role of the Scrum Master, and how to avoid common mistakes. Discover commonly used artifacts and tools and examine ways that larger and distributed teams may perform the Daily Scrum.
Scrum Team Velocity: Exploring Team Velocity	The single most important metric of Scrum is team velocity. Explore team velocity, including its purpose and benefits and how to implement it. Discover the role of the Scrum Master, how to find velocity balance and calculate metrics, and how velocity burndown charts are created and managed with JIRA. Finally, examine best practices for managing velocity with your team and case studies where team velocity was effectively managed.
Scrum Foundations: Transitioning to Scrum	Explore the foundations of the Scrum software project management methodology, including how it can transform the developmental process, and the benefits it can provide. Examine the Scrum framework, roles, artifacts, and activities. Finally, discover ways to introduce Scrum to an organization to improve processes and quality.
Securing AWS: Infrastructure Security	Explore a variety of Amazon Web Services features that can help the consumer protect cloud infrastructures and resources, including NACLs, security groups, and Web Application Firewalls.

Course	Description
Cloud Computing Security: Cloud Management	Explore cloud deployment considerations, cloud management, and some of the challenges and considerations resulting from the different types of cloud platforms. Examine cloud service categories, application architecture, Identity and Access Management solutions, operational controls and standards, regulations and compliance, privacy concerns, auditing, service level agreements, and vendor management.
Pen Testing Awareness: Results Management	Penetration testing plays a vital role in helping organizations protect their digital assets and networks, but it's only effective if you know what do to with the results. Explore various testing methods, including black box, white box, and grey box testing. Also, discover how to manage and document tests and test results, how to categorize finding, make recommendations, and communicate changes.
Penetration Testing Fundamentals	Delve into the world of penetration testing and examine the common types of penetration testing and the important role they play in protecting your company's assets and networks from exploits and attacks. Explore methods for gathering information, vulnerability scanning, common exploits and vulnerabilities, and methods and techniques for preventing these exploits.
Secure Agile Programming: Agile Concepts	Explore Agile programming concepts such as iterative software approaches, differences between Agile and Waterfall, and creating a secure Agile culture. Examine Scrum, Lean software, extreme programming, and rapid application development. In addition, best practices for secure Agile development, facilitating a secure organizational culture, and secure methods for Scrum are also covered.
Secure Agile Programming: Agile Techniques	Discover how to gather Agile requirements, implement Agile processes, create a secure Agile software development lifecycle, implement Disciplined Agile Delivery, and apply best practices for secure software development.
Secure Agile Programming: Agile Modeling	Discover how to model software in an Agile environment, including how to apply story-driven modeling. Explore how to use and build secure user stories and examine the Specification by Example methodology.
Secure Agile Programming: Testing	Explore Agile software testing techniques, including Continual Security Testing, testing standards, and verification and validation. Discover how to integrate metrics into Agile programming, configure bug tracking, conduct static code analysis, and implement continuous integration techniques.
CCSP 2019: Cloud System Architecture Design	Cloud services vary in size and complexity, and the deployed architecture impacts directly on service and data asset security. Explore aspects of cloud computing architectural design, as well as associated cloud systems and cloud components.
CCSP 2019: Secure Cloud Computing	Explore security solutions related to securing cloud-based IT systems and data including jump boxes and firewalls. Discover how disaster recovery concepts such as RTO and RPO apply to the cloud. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Data Security Technologies	The responsibility for managing data falls on the cloud customer. Explore data storage, threats, and security mitigations to help ensure data protection. Examine security techniques such as hashing, data masking, data tokenization, and data loss prevention. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Implementing Data Discovery & Classification	Proper data governance begins with labeling data and then applying security controls based on those labels. Explore information rights management and the challenges associated with data discovery, as well as the role PKI security certificates and VPNs play in the cloud. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Data Retention & Events	Discover how to meet regulatory compliance needs by planning and implementing data retention, deletion, and archiving policies. Explore how data events can be analyzed and used for troubleshooting problems. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Cloud Infrastructure	General categories of IT services in cloud computing include compute, storage, and networking. Explore how these services address business requirements, along with how GUI and command line tools are used to manage cloud resources. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Data Center Security	Risk management in the cloud ensures that realized threats have a minimal impact on business operations. Explore how security controls address security objectives, as well as the IT audit process and how to configure high availability for cloud services. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Application Development & Security	Discover the importance of advocating for application security training and awareness and explore cloud development basics and common pitfalls and cloud vulnerabilities. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Identity & Access Management	Explore how to design appropriate Identity and Access Management solutions using federated identity, identity providers, single sign-On, multi-factor authentication, and Cloud Access Security Broker. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Cloud Infrastructure	Fundamental to cloud service security are the construction and design of secure data centers and their hosted hardware and systems. Explore how to implement, operate, and manage physical and logical cloud infrastructure. This course can be used in preparation for the Certified Cloud Security Professional exam.
CCSP 2019: Operational Controls & Standards	Compliance with regulations and controls is one of the most crucial components of operation controls and standards. Explore management components used to ensure proper documentation, auditing, and accountability procedures are followed. This course can be used in preparation for the Certified Cloud Security Professional exam.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Core Concepts	Explore the secure software concepts of confidentiality, integrity, and availability that are collectively known as CIA. Examine concepts that support CIA, such as authentication, authorization, accountability, and non-repudiation. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Security Design	Explore security design principles that help to ensure key security practices are incorporated into the software development lifecycle. Covered design principles include least privilege, separation of duties, defense in depth, fail safe, complete mediation, least common, psychological acceptability, and single points of failure.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Security	Explore the various security requirements that need to be considered in all stages of the software development lifecycle. Examine functional and non-functional requirements, as well as best practices for policy decomposition, and legal, regulatory, and industry requirements.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Data	Explore the role data classification plays in the software development lifecycle. Examine the differences between data owners and data custodians, labeling requirements, various types of data, and lifecycle requirements.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Privacy	Explore issues related to privacy requirements and their importance in providing security throughout the software development lifecycle. Discover software requirements used to help identify privacy requirements, including data anonymization, user consent, and data disposition.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Abuse Cases &	Explore secure software requirements concepts, including the purpose of use cases, when to use misuse cases, software requirement specifications, and the benefits of security requirement traceability matrix. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Threat Modeling	Explore the concept of threat modeling and how to develop a threat model. Examine common threats, such as APT, insider threat, common malware, and third party/supplier. How to perform attack surface evaluation and measure and minimize an attack surface is also covered.
CSSLP 2019: Security Architecture	Explore security architecture considerations such as identification and prioritization, distributed computing, and pervasive computing. Examine rich Internet applications, embedded systems, and cloud architectures. In addition, mobile applications, mobile security issues, and hardware platform concerns are covered. This course can be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Defensive Programmer: Defensive Concepts	Explore key defensive programming concepts including the CERT Top 10 practices for secure coding. Learn how to use the Open Source Security Testing Methodology, Six Sigma principles, and the Flaw Hypothesis Method to improve and secure your programming practices.
Defensive Programmer: Defensive Techniques	Discover the importance of exception handling, validation, and parameter checking in programming. Explore how to handle exceptions and apply validation in Java, Python, C#, and JavaScript, as well as how to configure component trust and reuse code.
Defensive Programmer: Cryptography	Explore the basics of programming cryptography and examine encryption implementation code examples for Java, Python, C#, and JavaScript.
Defensive Programmer: Advanced Concepts	Explore advanced defensive coding concepts and practices such as session and risk management, assertive programming, and intelligible exceptions.
Defensive Programmer: Code Samples	Discover how to implement defensive coding techniques such as filtering, resilient code, recoverable code, parameter checking, and validation by examining Java, Python, C#, and JavaScript code examples.
Defensive Programmer: Secure Testing	Explore the basics of secure testing methodologies such as unit, regression, and integration testing. Discover how to work with security metrics and track security bugs.
Secure Programmer: Intro to Programming Standards	Explore various IEEE programming standards, software requirement types, and requirements gathering techniques. Discover how software quality is defined and steps to take in the change management process.
Secure Programmer: Software Design Techniques	Discover a range of software engineering techniques used to design your software. This includes modular, resiliency, architectural, component level, model driven, and pattern based design. Explore how to identify well designed code and script.
Secure Programmer: Software Modeling Techniques	Discover the Unified Modeling Language and how to use various UML diagrams such as class, activity, use case, and sequence diagrams. Explore the Systems Modeling Language and how to use SysML diagrams such as block, definition, internal block, and parametric diagrams.
Secure Programmer: Coding Practices	Explore best practices for good coding along with exercises showcasing related examples. This includes good programming practices for Java, Python, C#, and JavaScript.
Secure Programmer: Software Testing	Exlore key aspects of software testing, software validation, and bug tracking methods. Specific testing methodologies including unit, integration, regression, and user acceptance testing are covered and the course also looks at the use of software metrics and verification.
Secure Programmer: Security Concepts	Discover the basics of secure programming, including common security concepts like the CIA triangle, least privileges, and separation of duties. Explore authentication and authorization, including popular models like DAC, MAC, RBAC, and ABAC. Examine how to avoid common programming errors that can undermine security, as well as how to incorporate validation and verification into your programming.
Secure Programmer: Vulnerabilities	Weaknesses or flaws in software leave it vulnerable to attack, so it's important to be able to recognize and correct against these vulnerabilities. Explore software vulnerability topics such a counter techniques, threat models, and common vulnerabilities and exposures. Discover the OWASP Top 10 commonly encountered vulnerabilities, and examine Java, Python, C#, and JavaScript secure coding examples.
Secure Programming: Encryption	In this course, we'll discover the basics of cryptographic algorithms and explore symmetric encryption algorithms such as AES, Blowfish, and Serpent.We'll also examine asymmetric encryption algorithms like RSA, ECC, and Diffie-Helman. In addition, cryptographic hash algorithms like MD5, SHA, MAC, and HMAC are covered.
Secure Programmer: Attacks	Explore common software attacks and the coding mistakes that make software vulnerable to them. Discover how to code against format string, SQL injection, buffer overflow, cross-site scripting, and password cracking attacks in Java, C#, JavaScript, and Python.
Secure Programmer: Resiliency Coding	Explore resiliency concepts such as stability, recovery, and defensive coding. Discover how to write resilient code in Java, Python, C#, and JavaScript.
Harassment Prevention for Connecticut Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under Connecticut law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for Connecticut Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under Connecticut law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
Harassment Prevention for New York State & New York City Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under New York State and New York City law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for New York State & New York City Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under New York State and New York City law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
Harassment Prevention for Illinois Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under Illinois law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for Illinois Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under Illinois law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
Improper Business Practices in Government Contracting	Employees of organizations that conduct business with the US government must understand the rules the government has established for itself and those it contracts with. These laws and regulations aim to promote full and open competition, fairness, and honesty and to eliminate waste, fraud, and abuse. This course provides an overview of key requirements unique to government contracting. It focuses on improper business practices, including restrictions on competition, attempts to gain an unfair advantage, and making false claims. The course highlights practices that should be avoided by employees of companies that have or seek to secure government contracts or subcontracts.

Title	Description
Promoting a Substance-free Workplace	Substance abuse is a pervasive problem in society, so it's no surprise that it carries over into the workplace. Substance abusers are more likely to be late or absent from work, change jobs frequently, be less productive, and be involved in workplace accidents. They also tend to have other personal problems outside of work as a result of the substance abuse, which further impairs their ability to concentrate on their work. Successful substance-free workplace programs can result in decreased absenteeism, fewer accidents, less downtime, reduced turnover, and fewer incidents of theft, as well as improving morale and productivity for all employees. This course is designed to provide employees and supervisors with an understanding of the benefits of a substance-free work environment, to help them understand the impact substances have in the workplace and recognize signs of employee substance abuse.
Commercial Insider Threat Awareness	Companies face a dual threat to their security: from outsiders trying to access data and systems, and from insiders such as employees, contractors, or partners who misuse their authorized access. Insiders represent a substantial threat because they have knowledge and access to systems, allowing them to bypass security measures through legitimate means. This makes them difficult to detect. To manage potential insider threats, organizations must establish a security framework that protects, detects, and responds to insider risks to systems, assets, and data. This course introduces essential concepts related to insider threats, focusing on employees' role in protecting their company's sensitive data and systems.
Mentoring Blockchain Engineer	Skillsoft Mentors are available to help you along your Blockchain Engineer journey. You can reach them by entering chats or submitting an email.
Mentoring DevOps Engineer Journey	Skillsoft Mentors are available to help you along your Enterprise Developer to DevOps Engineer Journey. You can reach them by entering chats or submitting an email.
Mentoring Full Stack Developer Journey	Skillsoft Mentors are available to help you along your Enterprise Developer to Full Stack Developer Journey. You can reach them by entering chats or submitting an email.
Mentoring Machine Learning Architect	Skillsoft Mentors are available to help you along your Machine Learning Architect journey. You can reach them by entering chats or submitting an email.
Mentoring Pythonista Journey	Skillsoft Mentors are available to help you along your Python Novice to Pythonista Journey. You can reach them by entering chats or submitting an email.
Effective Stakeholder Communications for IT Professionals	To earn the support and trust of stakeholders, you need to continuously and effectively communicate how your role in providing technology resources helps your stakeholders realize their own objectives.
Gauging Your Leadership Performance	Monitoring and assessing your own progress as you develop is vital to ensure growth and overall success as a leader. In this course, you'll learn about techniques leaders can use to carry out a self-assessment, such as reflective journaling, surveys and checklists, and 360-degree feedback. You'll also learn ways to increase your motivation and manage your own learning by creating a leadership development plan.
Leading by Motivating	Motivation drives people to take action. Without proper motivational leadership, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your team and your organization.
Becoming a Successful Collaborator	When organizations are recruiting, one of the top skills they look for in a candidate is their ability to collaborate. Today's hiring managers know that collaboration leads to improved problem-solving, increased productivity and promotes interconnected team members who share expertise and learn from one another. Defining collaboration is tricky because it means different things across industries, departments and roles. In this course you'll learn about the meaning of collaboration, the concept of teaming in collaboration, and best practices for being a good team member and for being a successful collaborator. You'll examine conflict management styles to determine which one is yours, and the impact on your team.
Product Management: Building a Product Strategy	Building a solid product strategy is a crucial first step in creating a product that will enjoy a smooth development, meet your user's most pressing needs, and successfully find its place in the market.
Product Management: Competitive and Market Analytics for Product Managers	Succeeding in product management requires not only knowing how to design a viable product, but how to position it in the marketplace so that it sells better than your competitors' products. Competitive and market analytics lets product managers benchmark their efforts against those of their rivals to see whose market strategies are winning the battle for customers hearts and minds.
Product Management: Customer Development for Product Managers	To create a successful product, you need to build something that the customer would need, want, and buy. Customer development is a process for learning everything you need to about the customer's behaviors, motivations, and pain points in order to create and optimize product development ideas. In this course, you will learn how to create a customer-centric business approach using the customer development process, how to master the customer development process, how to effectively gather customer feedback, how to conduct productive customer development interviews, and the elements of the customer buying process.
Analytics Literacy for Business Professionals	Enterprises increasingly rely on analytics for effective decision-making, optimization, and innovation, resulting in an increased demand for an analytically literate workforce. This course covers the benefits of building your analytics literacy, as well as techniques for doing so. This course also covers some common analytics pitfalls, and best practices for supporting effective analytics practices in your organization. This course was developed with subject matter provided by the International Institute for Analytics (www.iianalytics.com)
Working with Analysts	Applying analytics to solve business problems and realize business opportunities requires a creative blend of business and technical knowledge, skill, and experience. This course covers key roles, responsibilities, and structures in analytics projects. This course also covers the key subject matter expert activities performed throughout the business analytics development process. This course was developed with subject matter provided by the International Institute for Analytics (www.iianalytics.com)
Data and Analytics Technologies at Work	Companies increasingly rely on data and analytics to operate, improve, and compete, and it's critically important for business users to understand the technology categories that their organizations rely on to deliver analytics. This course covers the most common technologies in use today for delivering data and analytics, as well as the main options in technology selection and architecture. This course was developed with subject matter provided by the International Institute for Analytics. ([http://www.iianalytics.com]www.iianalytics.com).
Final Exam: Software Project Analyst	Final Exam: Software Project Analyst will test your knowledge and application of the topics presented throughout the Software Project Analyst track of the Skillsoft Aspire Software Project Analyst to Senior Software Project Manager Journey.
Final Exam: Software Project Lead	Final Exam: Software Project Analyst will test your knowledge and application of the topics presented throughout the Software Project Lead track of the Skillsoft Aspire Software Project Analyst to Senior Software Project Manager Journey.
Final Exam: Software Project Manager	inal Exam: Software Project Manager will test your knowledge and application of the topics presented throughout the Software Project Manager track of the Skillsoft Aspire Software Project Analyst to Senior Software Project Manager Journey.
Final Exam: Senior Software Project Manager	Final Exam: Senior Software Project Manager will test your knowledge and application of the topics presented throughout the Senior Software Project Manager track of the Skillsoft Aspire Software Project Analyst to Senior Software Project Manager Journey.
Access 2019: Creating Forms & Queries	Forms in Access 2019 are designed to help you visualize records and create new data entries more easily. You can create forms quickly with the form wizard tool. If you don't find the type of form you would like to create, you can always create a form from scratch and add the data values you need most. Once you have created a form you can format and customize the text within your form.
Access 2019: Customizing Forms	Once you have created forms, you can start adding and customizing the content. Adding data entries is essential for keeping your forms up-to-date. To make your data more interactive you can add list menus, buttons and more.
Access 2019: Using the Report & Analysis Tools	To get the most out of your database you can extract data and analyze data patterns. Reports allow you to extract and view the information you need. You can also get a clear global view of your database by keeping your data cleaned up. Once you have created your database it is important to know how to analyze and interpret your data.
Tableau Desktop: Opening & Connecting Data Sources	Tableau Desktop is data visualization software that allows you to see and understand data on a deeper level. Tableau supports connections to both local and cloud-based data sources. Live connections allow you to work directly with your data source, while extracts can be used to create snapshots of your data in order to optimize the performance of the Tableau data engine and even work offline. You can join data from single and multi-tables, and even perform cross-database joins for more complicated data sources.
Tableau Desktop: Preparing & Cleaning Data	Preparing, controlling, and cleaning up data before you start working with it is key to getting the most out of your analyses in Tableau Desktop. You can define the types of data you're working with, split the contents of a data field, and use the pivot tool to convert columnar data to row data. Once you have finished preparing your data, you can control what is brought into the Tableau Data Engine, and stay on top of updates and refreshes.
Tableau Desktop: Blending & Managing Data Files	Once you've defined the dataset that you want to use in your Tableau Desktop workbook, you can move on to building your vizzes. To do this, you'll need to know how to navigate within the Tableau workspace and use shelves, pages, and cards. The workspace is where you can also blend data from independent data sources, save your workbooks in standard and packaged formats, import content from other files, and work with saved data sources for use elsewhere.
Windows 10: Exploring the November 2019 Update	Windows 10 November 2019 is the follow-up update from the Windows 10 May 2019 update. Besides the under the hood updates such as improved battery life, this Windows 10 update comes with a few new features and feature updates.
Ergonomics in the Workplace 2.0 - Cal/OSHA	This course is designed to provide the basic information needed to recognize and report repetitive motion injuries (RMI) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and provides information to assist both employees and employers in minimizing the risk of developing work-related RMIs. This course applies to both office and industrial settings. The content in this course is designed to comply with the intent of the California Division of Occupational Safety and Health, known as Cal/OSHA, regulation, Section 510, Repetitive Motion Injuries.
Heat Stress Recognition and Prevention – Cal/OSHA	Each year, more people in the United States die from extreme heat than from hurricanes, lightning, tornados, floods, and earthquakes combined. This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Global Safety Principles: Radiation Safety	This course is designed to familiarize you with the health implications associated with ionizing radiation, and measures that can be used to protect you from radiation exposure. There is a significant health risk to workers if radiation sources are not properly controlled.
Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	GHS, an acronym for Globally Harmonized System of Classification and Labeling of Chemicals, is a system aiming to standardize and harmonize the classification and labeling of chemicals. Although many countries follow regulatory systems for the safe handling and transport of chemicals through labels and safety data sheets, there is no standard approach. So while the formats are similar in different countries, the differences are significant enough to warrant different labeling and safety data sheets for the same product in different markets. With the gradual implementation of the GHS worldwide, countries have consistent and appropriate information on the chemicals they import or produce, and the infrastructure to inspect chemical exposures and protect people and the environment can be established in a comprehensive manner.
DOT 1: Introduction, Classification, and the Hazardous Materials Table	This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including definitions, the nine hazard classes, and the HAZMAT Table. The proper identification, preparation, and transportation of hazardous materials impact everyone's safety. This course may be used to meet the requirements for general awareness or familiarization training. Your employer will provide additional general awareness, function-specific awareness, and security awareness training. The learning objectives of the course are to define terms associated with hazardous materials transportation, classify hazards according to DOT's nine hazard classes, and recall and interpret information found in the HAZMAT Table.
Spill Prevention, Control, and Countermeasure Plan	When petroleum products are accidentally spilled, they may damage the environment and pollute waterways. A spill of only one gallon of oil can contaminate a million gallons of water. This course will provide you with information on the prevention and countermeasures you should take should a spill occur. This training will also provide information on the components of a Spill Prevention, Control, and Countermeasure (SPCC) Plan. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the information found in an SPCC Plan, identify responsibilities of the SPCC coordinator, select characteristics of secondary containment or diversionary structures, identify characteristics of oil storage containers, and identify security requirements used to help prevent spills.
Industrial Ergonomics	This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an ergonomics program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers in industrial work settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Sprains and Strains	Each year, thousands of workers are injured in the workplace, costing employers billions of dollars in hidden costs. The most common of these injuries are sprains and strains. Most workplace injuries are caused by manual tasks, such as lifting or carrying loads, working in fixed positions, repetitive tasks, or using heavy, vibrating tools. Manual tasks, if not performed properly, are a leading cause of serious worker injuries such as sprains and strains, as well as permanent spinal damage, and often can debilitate workers who may need to take leave from work for extended periods. Workplace injuries can be costly to both employees and employers. In addition to being injured, employees may lose time from work, which could result in loss of or less income. And employers may experience lower productivity due to the need to replace the injured worker and train replacements. The course is designed to help you better understand sprains and strains so you will be more aware of what you are doing and how you are doing it, in an effort to prevent this type of injury from happening to you.
Universal Waste Rule Training	This course provides an overview of the federal Universal Waste Rule. This rule provides generators with a more flexible approach for managing certain widely-generated, low-risk hazardous waste streams. The flexibility is intended to encourage resource conservation, as well as the diversion of universal wastes from landfills. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Warehouse Safety	Modern industry relies heavily on warehouses as distribution hubs for material goods. Goods are stored, usually temporarily, in warehouses as they make their way to their final destinations – for example, retail or commercial customers. This constant turnover of materials makes for a very busy environment where the use of equipment, climbing, the use of ladders, and the storage of materials and dangerous chemicals present potential safety hazards. This course explores the typical hazards you're likely to be exposed to in a warehouse and offers advice on how to protect yourself.
Hydrogen Sulfide	This course is designed to provide an awareness of hazards associated with hydrogen sulfide gas, as well as methods to detect and minimize exposure to the gas. The content of the course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to recognize the hazardous characteristics and exposure limits of hydrogen sulfide, describe the detection equipment and methods, recognize the symptoms of exposure to the gas, and learn the precautions to take during an emergency.
PPE: Head Protection	This course will help acquaint you with the various types of PPE specifically designed to protect your head. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall general OSHA requirements, choose the appropriate head protection to guard against workplace hazards, and describe how to inspect and maintain head protection.
Injury and Illness Prevention Program	In the years since the introduction of the OSH Act, employers in the United States have seen a significant drop in the number of workplace injuries and deaths. However, the number of employee injuries and deaths remains unacceptable. In an effort to further encourage prevention and bring these numbers down, OSHA is presently developing a new rule that requires employers to actively manage employee safety by implementing an injury and illness prevention program.

Course	Description
Forklift Operation 2: Stability and Capacity	Forklift operation is a specialized job that requires operators to receive specific training. For instance, before operating a forklift, operators need to be familiar with its capabilities and limitations. This course specifies where to find information on safe forklift operation, and explains what this information means. It shows how features of forklift design impact forklift stability and capacity, and emphasizes that operators must be trained to safely operate forklifts according to their specific designs. The course highlights the concept of the stability triangle to help operators understand specific stability concerns presented by different load types, and shows how to safely accommodate these loads to avoid tipovers and falling loads. Finally, the course uses a field calculation to estimate safe load capacity for situations when a load exceeds the forklift's stated capacity.
Signs and Tags	This course will present basic information about the different accident prevention signs and tags with regard to displaying levels of danger and precautions required. The failure of people, equipment, supplies, or surroundings to behave or react as expected causes most accidents. The content in this course is designed to comply with the intent of the applicable regulatory requirements. The learner objective is to recognize accident prevention signs and tags.
Artificial Intelligence: Basic AI Theory	Familiarize yourself with the basic concepts of artificial intelligence, including the available types of intelligent systems, and the importance of AI in development. Examine the history of AI, recent breakthroughs, and popular development environments. In addition, discover how big data improves AI performance, the importance of ethics in AI development, AI tool reliability, the importance of AI testing, and why AI failures are common.
Build Apps Using React: Working with Forms	Explore the basics of controlled components and uncontrolled components. Discover how to use controlled components for multi-input forms, create single event handlers for multiple inputs, and use form elements as individual components. Examine how to test a form on a web browser, perform client-side validation, validate form input, use uncontrolled components for form data, and handle file inputs in forms.
Build Apps Using React: In Development & Production	Discover how you can build React applications working in the development and the production environments. Examine how to add state to an application and add and delete comments. Explore React Develop Tools, including how to use them to explore the component tree and profile applications. Creating, exploring files in, and serving a production build is also covered.
Building Web Apps Using Django: Building a Basic Website	Explore the fundamentals of a Django application, from its installation and the structure of a project, to implementations such as views, URLs, and templates. Discover how to start the Django development server, render HTML files, use boilerplate materials, and perform migrations.
Building Web Apps Using Django: Templates & User Administration	Explore how to use templates to standardize components of a Django web site, as well as different ways templates can be configured. Discover how to use the built-in user administration interface to manage the users of your Django web site.
Building Web Apps Using Django: Models & User Registration	Explore the use of models to represent entities in a Django project, as well as how they fit in with the project database. Discover how to implement user registration for a website using various built-in Django tools.
Building Web Apps Using Django: Implementing Login & Logout	Explore the uses of Django's built-in login and logout views, as well as how to configure them. Discover how to define a user profile, including how to define the model, set the image direction, and display profile information.
Building Web Apps Using Django: Generic Views	Explore various Django class-based generic views, which help to simplify the tasks of viewing, creating, editing, and deleting instances of your Django models. Discover how to use images in your web site's pages and how to create a standard 404 error page for your application.
JavaScript: Getting Started with JavaScript Programming	Familiarize yourself with how to use JavaScript in conjunction with HTML pages. Explore different types of variable declarations in the language and ways in which JavaScript web apps can relay info to and receive info from end users.
JavaScript: Types, Operators, & Control Structures in JavaScript	Explore features of primitive data types in JavaScript such as numbers, strings, and booleans. Examine the methods, operators, and control structures available to work with them.
JavaScript: Functions & Arrays in JavaScript	Discover the different ways to define and use functions in JavaScript, where they are considered first-class members. Explore the features of arrays in JavaScript, as well their role in functions. Error handling fundamentals, rest parameters, and global and local variables are also covered.
MySQL: Getting Started	Explore how database systems allow data to be stored and updated in a robust manner, and queried conveniently using the SQL language and how MySQL can be installed and used from different operating environments.
MySQL: Creating & Updating Tables	Explore how tables in MySQL can be created to match entities and relationships as modeled in an E-R diagram and how MySQL allows the specification of different types of columns and column constraints.
MySQL: Querying Data	Explore how data in MySQL tables can be queried using classic SQL syntax and also, how common types of queries tie closely to common patterns in table design.
MySQL: Understanding & Implementing	Explore how joins can be used to combine data from different relations in meaningful ways and also, why joins are such a powerful and ubiquitous concept in data analysis.
MySQL: Grouping & Aggregation	Explore how grouping and aggregation operators can be used to analyze groups of rows rather than just individual rows and also, how filtering operations can be performed on such groups.
MySQL: Views, Indices, & Normal Forms	Explore how indexes work to speed up query execution, and also, how views can be used to abstract complex queries in a convenient fashion. Examine how these constructs make the most sense when applied to well-designed relations that comply with the normal forms in database design.
MySQL: Triggers & Stored Procedures	Explore how triggers can be used to react to specific conditions in your database, and also, how stored procedures can be used to achieve code reuse and code composition of SQL commands.
MySQL: Transactions, Savepoints, & Locks	Explore how transactions can be used to execute groups of commands in an all-or-nothing fashion, and also, how locks can be a great tool for regulating table access in situations involving multiple clients accessing the database simultaneously.
Unit Testing in DevOps Software Development	Explore unit testing, including the differences between unit testing and integration testing, key framework components, and best practices and anti-patterns to consider when writing test cases. Examine common unit testing tools for testing Java and JavaScript programs, core testing and refactoring techniques for developing testable and maintainable code, and the role of unit testing in test automation. In addition, discover features of popular test automation frameworks, as well as how to write and run unit tests using JsUnit and QUnit, test server-side JavaScript using Mocha and Chai, create test cases and test suites using JUnit, use the @Test annotation with the invocationCount and threadPoolSize attributes to test web sites.
Comparing Manual & Automated Testing	Explore the core concepts of the Software Development Life Cycle. Examine manual and automated testing, including types, goals, implementation frameworks, features, advantages and disadvantages, and models. Examine the differences between manual and automated testing and various implementation scenarios. Discover how to create test case templates for manual testing, implement manual testing using Postman, configure Selenium WebDriver for automation testing. and execute test cases for automated testing using the QTP/UFT Linear Framework.
AWS Associate Solutions Architect 2020: Storage Solutions	Explore AWS storage solutions such as S3 buckets, including various methods of creating them. Discover how Elastic File System provides cloud-based NFS shared that can be mounted as a remote file system and how Glacier is used for long-term cloud archiving. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Storage Security & Resiliency	Discover how AWS Backup provides a centralized backup solution and S3 security mechanisms such as encryption and blocking public access. Explore how S3 cross-region replication increases fault tolerance, while CloudFront caches web site content near users that request it. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Network Options	Discover how VPCs provide AWS virtual network configurations including subnets as well as DHCP and DNS options. Learn about site-to-site and client-to-site VPNs, as well as Direct Connect dedicated circuits linking an on-premises network to the AWS cloud. This course can be used in preparation for the AWS Certified Solutions Architect â€" Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Network Security & Name Resolution	Explore AWS name resolution through Route 53 including domain registration, hosted zones and routing policies. Examine how network security solutions such as network ACLs and security groups should be used. Discover how NAT and Internet gateways provide network connectivity. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Database Solutions	Explore the different uses of SQL and NoSQL databases. Examine RDS database solutions and best practices, as well as when to deploy NoSQL databases such as DocumentDB and DynamoDB. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Identity & Access Management	Familiarize yourself with AWS user and group management through GUI and command line tool. Discover how to secure accounts through roles, policies, and multifactor authentication. In addition, explore the various AWS Directory Service options and when they should be used. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Application Scalability	Discover how to improve application and EC2 instance performance and resiliency using auto scaling, placement groups, and load balancing. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Security	Discover the role cryptography and PKI services in AWS play in securing resources. Examine how to protect web applications using web application firewall and AWS Shield. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: AWS Cost Management	Discover how to view AWS charges using the Cost Explorer, as well as how to create budgets and billing alarms. Examine how to employ cost-saving techniques such as scheduled EC2 instance shutdown and how to use reserved and spot instances. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: AWS Developer Options	Discover how developers can leverage AWS services such as API Gateway and Lambda to provide code without provisioning underlying servers. Explore how to enable a static web site and how microservices, containers and decoupling are used in modern application development. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Monitoring	Discover how to monitor AWS resources, including EC2 instances, and how to centralize monitoring through CloudWatch and auditing through CloudTrail. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: Stack Deployment and Caching	Discover how services such as Amazon Kinesis and Redshift can analyze vast amounts of data, and how ElastiCache provides data in-memory caching to improve performance. Examine how CloudFormation templates and Elastic Beanstalk can be used to automate cloud resource deployment. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: AWS Review Course 1	Refresh your knowledge of AWS core concepts, including how to deploy and manage S3 cloud storage and how to manage network components such as VPCs and name resolution through Route 53. Additionally, discover how to deploy and manage EC2 instances, including EBS volumes. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
AWS Associate Solutions Architect 2020: AWS Review Course 2	Refresh your knowledge of AWS core concepts, including RDS deployment and replication, Identity and Access Management, scaling, and AWS monitoring. This course can be used in preparation for the AWS Certified Solutions Architect - Associate SAA-C02 exam.
MS-300 - Deploying Microsoft 365 Teamwork: Site Collections & Hub Sites	Discover how to configure and manage SharePoint Online features such as site collections and hubs. Explore how to design and create sites, assign administrative capabilities, and enable site collection features. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300 - Deploying Microsoft 365 Teamwork: Customizations, Apps, &	Discover the benefits of customization, apps, and metadata in SharePoint Online. Explore how to configure the App Catalog, deploy apps with the appropriate permissions and licenses, and perform common Term Store management tasks. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300 - Deploying Microsoft 365 Teamwork: Guest Access	Explore how to plan and configure guest access features in SharePoint Online. Discover the benefits of external sharing and restricted sharing and the features of SharePoint Online as a B2B extranet solution. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-200 - Configuring a Messaging Platform: Client Access	Explore the implementation and management of client access in Exchange. Discover how to plan namespaces, configure virtual directories and URLs, create client access policies, use Autodiscover, and work with Exchange certificates in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Disaster Recovery	Explore how to manage disaster recovery by planning a backup and recovery strategy. Examine backup scenarios and technologies, as well as how to perform backups, and restore servers, databases, and mailboxes. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Connectors	Discover how to plan, configure, and manage connectors. Explore topics including local address binding, SMTP banner, and send and receive connectors in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Mail Flow	Explore how to manage transport rules and domains and how to implement a multi-site mail flow. Discover disclaimers, fallback options for disclaimer rules, and the various types of accepted domains in Exchange Online. Examine how to use the EAC to view accepted domains, configure the domain type, and work with subdomains. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Troubleshooting Mail Flow Problems	Discover how to troubleshoot mail flow issues by investigating transport logs, monitoring mail flow, and examining message traces. Explore the information found in Non-Delivery Reports and the different enhanced status codes. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
MS-200 - Configuring a Messaging Platform: Mobile Devices	Explore how to configure mobile device mailbox policies and manage mobile device access. Discover the features of Exchange ActiveSync and how to manage ActiveSync. Examine Outlook for iOS and Android, including the connection flow when hybrid modern authentication is enabled. This course can be used in preparation for the MS-200 Planning and Configuring a Messaging Platform certification exam.
DevOps Cloud Automation: Advanced AWS Pipelines and DevOps Using Azure	Discover how to automate cloud deployments using CodeBuild and CodePipeline, as well as the differences between AWS Pipeline and Jenkins in automating build and deployment. Examine the features and benefits of the CodeStar development workflow and the role of CloudTrail in enabling governance, compliance, operational and risk auditing of AWS accounts. Explore the features and components of Azure DevOps, the process of building multi-stage continuous deployment pipelines, the DevOps capabilities afforded by Google Cloud Platform, Google's reference pipeline for automating building, testing and deploying code changes, and the tools and benefits of using Google Cloud Platform for configuration management. In addition, discover how to configure autoscaling and alarms to monitor AWS resources with Amazon CloudWatch, work with AWS CodePipeline in the AWS Cloud9 IDE, automate software delivery process with AWS Continuous Integration and Delivery pipelines, and work with Azure Pipelines to build GitHub repositories. How to configure pipelines to build, test, and manage releases and how to add the Azure DevOps extension to implement Azure DevOps Services from the CLI is also covered.
DevOps Cloud Automation: DevOps with Google Cloud Platform	Explore the Google Cloud Platform DevOps capabilities, as well as Google's reference pipeline for automatically building, testing, and deploying code changes across different platforms. Discover how to enable continuous integration and delivery, the benefits of using Google Cloud Platform for configuration management, Google Cloud Platform tools for configuration management. Examine how to set up the Cloud Source Repositories and implement Pub/Sub notifications to store, manage, and track code. How to automatically deploy applications to the App Engine, enable continuous monitoring, work with Code Build to build workflows, and deploy cloud functions from Cloud Source Repositories is also covered.

Course	Description
DevOps Continuous Testing: Testing Approaches	Explore DevOps testing approaches, including continuous testing, test automation, and shift left testing. Examine technical debt, including types and common causes, as well as the differences between unit testing, behavior driven development, and test driven development. Discover how to work with BDD-based Agile workflows, the benefits of BDD for programs and release management, and tools that can be used to implement continuous testing. In addition, unit testing, integration testing, how to implement unit testing on Java programs using JUnit, and how to test SOAP-based web services using the SOAP UI are also covered.
DevOps Continuous Testing: Testing Methodologies	Explore system testing approaches and the steps involved in the process, as well as prominent project management methodologies, the need for user acceptance testing and how to conduct user acceptance testing. Examine performance testing components and types, the need for load testing and the associated tools, and the significance of automated testing in DevOps pipelines. Discover how to configure projects using Scrum and Kanban methodologies, use QMetry Test Management for Jira, and use JMeter to test static and dynamic resources.
Best Practices for DevOps Implementation	Explore the key elements driving the implementation of DevOps culture in the enterprise, including the challenges, guidelines and rules for transforming traditional approaches to DevOps, and best practices and guidelines for implementing and maintaining CI/CD systems. Examine the benefits of implementing automation testing and utilizing test automation in CI/CD pipelines, the Chaos Engineering principle, and tools that can be used to implement DevOps at scale. Discover DevOps deployment strategies, how to adopt the right strategy, and best practices for implementing automation at scale. The Twelve-Factor App methodology, features and benefits of employing cloud-native technologies, configuring JFrog Artifact repository, implementing Blue-Green deployment, and building cloud-native applications using OpenShift are also covered.
DevOps Continuous Feedback: Implementing Continuous Feedback	Explore the DevOps Feedback Loop, including its essential elements, positive and negative Feedback Loops, and best practices for creating and implementing Feedback Loops in DevOps. Discover the benefits of implementing Feedback Loops in each phases of the DevOps lifecycle and the maturity model curve for building well-defined feedback mechanisms. Examine the features of Jira Issue Collector and its role in building and implementing Feedback Loops, monitoring tools used for implementing Feedback Loops, monitoring target categories, and the role of automated monitoring and alerting in building better software. The role of telemetry in the DevOps software development lifecycle is also covered.
DevOps Security Considerations: Securing DevOps Pipeline	Explore policy requirements and guidelines that set the implementation standard for the security requirements specified in the baseline IT security policy. Examine approaches and tools that can be used to implement and apply security in DevOps, as well as components that can be used to build logging and auditing pipelines. Discover the steps involved in implementing a mature DevOps Security model, how to control and manage user permissions in GitHub and Docker Hub, and Jenkins security features that can be used to secure continuous build pipelines.
DevOps Security Considerations: DevSecOps Principles	Describe the concepts, benefits, and phases of DevSecOps. Discover the differences between DevOps with DevSecOps, DevSecOps tools that can be used to integrate security throughout the DevOps pipeline, the DevSecOps Maturity Model, and dimensions that can help automate security checks. Examine how security and testing can be integrated into DevSecOps environments, best practices for securing Jenkins Secrets, OWASP tool categories for securing applications, how to use the Jenkins OAuth plugin to securely pull from GitHub, and how to use pentest tools to conduct penetration testing on deployed applications.
MEAN Stack Development	The MEAN stack offers a powerful combination of full stack development technologies for creating flexible web-based applications based entirely on JavaScript. Discover how to orchestrate the technologies comprising the MEAN stack to create a basic authentication application.
NoSQL for FSD Development	Discover the role NoSQL databases play in the FSD development process. Explore both NoSQL databases, including the Couchbase, CouchDB, and MongoDB databases system. Deployment, security and performance tips will also be discussed.
FSD Secure Database Development	Explore security planning methods and common security and data breach concerns. Discover best practices for logging and monitoring data security breaches, the OWASP best practices, and how to integrate security into the CI/CD pipeline. In addition, examine FSD database platforms and their strengths and weaknesses.
Advanced Scrum for Project Management	Discover advanced Scrum concepts, including Scrum frameworks, techniques, and tools, as well as how to implement these concepts to best help an organization.
Business Intelligence: Project Data Analysis	Explore how advanced project data analysis is performed using different methods, strategies for adopting a data-driven mindset, and framing a data strategy. In addition, discover common business intelligence applications that can be used to analyze, query, and report data at an organizational level.
Data Security Breach Notification Process	Explore the data breach response plan as well as the regulatory requirements for notifying stakeholder and clients of a data security breach. Discover the regulatory notification requirements for the Digital Privacy Act, the General Data Protection Regulation (GDPR), the Health Insurance Portability and Accountability Act (HIPAA), and the Gramm Leach Bliley Act and the consequences for noncompliance.
Security Topologies: Developing Secure Networks	Explore secure network challenges and security measures used to configure common tools. Familiarize yourself with approaches to configuration with a security mindset and review common security threats and their mitigations.
Security Architect: Ethical Hacking Best Practices	To become a well-rounded ethical hacker you must have good ethics, love a challenge, and be persistent. In addition, you must have a strong technical background and be familiar with common tools, strategies, and techniques used in a variety of ethical hacking situations. Explore best practices related to ethical hacking and incident handling, legal considerations, and proactive hacking practices and strategies.
Regulatory Mandates: Security Program Regulatory Integration	Discover the importance of integrating regulations with organizational security policies. Explore security standards such as GDPR, HIPAA, FISMA, as well as ISO and NIST security standards.
Security Rules: Rules of Engagement	Prior to performing any penetration testing, it is important to outline the Rules of Engagement with the client. Discover common elements found in a ROE such as the scope of the engagement, information handling, potential impacts, and liabilities. Explore how to draft templates and pre-defined checklists that can help ensure all responsibilities, rules, and directives are clearly communicated.
Security Architectures: Defensible Security	Explore defensible architecture and zero-trust models from the standpoint of a security architect. Familiarize yourself with challenges and tools used to address the challenges of network security. Review common security models and standards for network security.
Cyber Security Audits	Explore cyber security auditing concepts and the NIST Cybersecurity Framework, how they are used to improve infrastructure security, and how to perform a cyber security assessment. Examine web application auditing and approaches for securing web applications. Discover guidelines and standards for defining cyber security audit strategies. In addition, how to use security auditing tools such as Wireshark, nmap, Tiger, and Nessus is also covered.
Security Incident Triage	Explore the importance of security incident triage in handling incidents in a timely and automated manner. Familiarize yourself with anomalies and activities that often require triage.
Unified Security: Playbook Approach to Security	Discover the playbook approach to security including the security architect's approach to decision making in the era of Agile development. Also explore the challenges, benefits, and considerations to implementing a playbook approach.
1Z0-806 - Java SE 11 Programmer II: Secure Coding in Java SE 11 Applications	Explore data integrity guidelines, how to enable accessibility and extensibility in Java applications, and how to handle input validation and mutability. Examine Java Cryptography Architecture, the Engine classes provided by JCA, and capabilities of the Provider class. Discover how to prevent Denial-of-Service and secure confidential information in Java applications, secure sensitive objects, and secure serialization and deserialization. How to generate key pairs, verify signatures with the generated key pairs, and secure socket code is also covered.
Lean in Scrum: Lean Development Practices	Discover the concepts associated with Lean development practices, including the seven wastes of Lean and the seven principles of Lean, and how Lean development connects to the Scrum methodology.
Scrum: Product Development Framework	During product development, there are some important principles and methods that Scrum product owners can use to improve the chances for a successful product launch. Discover the importance of transparency in setting goals and monitoring progress, how release burn-up charts are used to track progress, and how Sprint Reviews can be used to collect feedback and make better product decisions. Examine how product assumptions are used in Lean product development to determine the best actions, the importance of testing assumptions during product development, and the tools and methods used to validate assumptions. Finally, explore the purpose of creating a Minimal Viable Product, the steps used to plan an MVP, and well-known case studies of successful MVP implementations.
Scrum Concepts & the Product Owner	Explore the importance of the Scrum product within the Scrum framework. Examine the responsibilities and qualities of the Product Owner, as well as the role of the Product Owner during key Scrum events. Discover how to define the product using affinity groupings, dot voting techniques, open-ended questions, and the Fist of Five method.
Scrum Master: Scrum for the Team	This course presents the concepts associated with the Scrum Master's roles, responsibilities, and interactions with the team. Explore Scrum's pillars and values, the relationship between Scrum and agile development, the roles of the Scrum Master versus the Product Owner, and the characteristics of servant leadership. Discover Scrum artifacts and how they are used to promote team productivity, and recognize best practices and how to avoid common mistakes.
Scrum Practices: Managing the Scrum Project	Explore practices for managing Scrum, Scrum planning, and the Scrum team. Examine techniques for managing the Scrum project along with tips and best practices. In addition, Scrum estimation and forecasting techniques and how to achieve higher levels of quality are also covered.
Ethical Hacker: Account Creation	Account management and access control are fundamental to security, and it's vital to understand these technologies as an ethical hacker. Explore account creation concepts, standard access control models, attribute-based access control, and how to design account and access control.
Security Measures: Implementing Security Controls	Explore the use of security controls with the NIST Cybersecurity Framework. Examine the anatomy of security controls, from common to the advanced and complex. Discover how to test and monitor security controls, including some of the most basic quick win controls for several control types. In addition, control policies within the NIST Cybersecurity Framework, how security controls contribute to the ISO 27002 standard in compliance, risk management scenarios, and how security controls are enforced and implemented are also covered.
Pen Testing: End-user Behavior	Explore the limitations of penetration testing, as well as how end-user behavior affects this process. Discover how human error can cause data breaches and the importance of end-user awareness. Examine tools used to perform user behavior analytics, social engineering attacks and countermeasures, and how to create penetration testing reports.
Policy & Governance: Incident Response	Discover the importance of an incident response plan, including how to draft the plan and engage in incident response. Explore different scenarios and what roles are needed to manage an incident response team. Examine the notion of the Computer Security Incident Response Team and how the team effectively responds to incidents. How incident response policies can provide IT governance and compliance in today's cyber world and best practices for staying compliant with ISO and other compliance standards is also covered.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Architectural Risk Assessment, Secure Interface Design, &	Discover how to perform secure interface design and architectural risk assessment using security management interfaces, upstream/downstream dependencies, and proper protocol design choices. How to model security properties and constraints and how to model and classify data are also covered. This course can be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Technologies	Explore best practices for securing commonly used architecture and technologies like virtualization, databases, and the programming language environment. Examine concepts like authentication and identity management, credential management, flow control, logging, data loss prevention, virtualization, digital rights management, and trust computing. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Secure Design	Discover how to perform design security reviews, design secure assembly architecture for component-based systems, and use security enhancing architecture and design tools, as you prepare for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Harassment Prevention for California Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under California law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for California Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under California law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
COMPLIANCE IMPACT: PCI â€" Verifying the Transaction	The payment card industry (PCI) is booming with people using credit and debit cards with increasing frequency for all sorts of transactions every day. Unfortunately, the prevalence of credit and debit card usage creates opportunities for fraud, theft, privacy violations, and counterfeiting. This Compliance Impact gives guidance on ways to protect payment card information during transactions.
COMPLIANCE IMPACT: Social Media - Blogger Gone Bad	Using social media can be risky, especially when talking about your company or competitors. This Compliance Impact explores a situation where an employee uses social media inappropriately â€" in a way that is both unethical and in violation of her company's social media policy.
COMPLIANCE IMPACT: Harassment - It's No Joke	It's everyone's responsibility to keep harassment out of the workplace . Whether you're the victim or a witness, it's important that you report any incident, no matter how seemingly slight. But reporting harassment isn't always easy. The pressure to fit in and avoid disrupting personal relationships can make reporting uncomfortable. This Compliance Impact explores why it's important to report harassment no matter the circumstances.
COMPLIANCE IMPACT: Harassment - Handling the Complaint	As a manager, it's important to take seriously any harassment complaint you receive. But responding to harassment isn't always easy. This Compliance Impact explores the right way â€" and the wrong way â€" to respond to a harassment complaint.
COMPLIANCE EXPERT: Privacy & Information Security - The Basics	Depending on the context, personal information may need to be protected for confidentiality. Organizations with access to this information need to understand how to judge what and when to protect privacy. In this Compliance Expert Impact, Bill Baker explores the basics of privacy and information security.
COMPLIANCE EXPERT: Privacy & Information Security - Examples	Depending on the context, personal information may need to be protected for confidentiality. Organizations with access to this information need to understand how and when to protect privacy. In this Compliance Expert Impact, Bill Baker presents some examples from the trenches.
COMPLIANCE EXPERT: Export Compliance - The Decision Tree	The complex array of laws governing exports out of the United States can seem overwhelming. In this Compliance Expert Impact, Roger Banks explains how exporters can ensure compliance by following flowcharts and decision trees developed specifically for aiding in export decisions.
COMPLIANCE EXPERT: Export Compliance - What's the Risk?	The consequences of failing to comply with export control laws can include fines, jail time, and other penalties. In this Compliance Expert Impact, Roger Bank explores the risk of failing to comply with export control laws.
COMPLIANCE EXPERT: Harassment and Retaliation	Harassment and retaliation are unwelcome, and in some cases unlawful, adverse actions taken against an employee for engaging in some type of protected activity. In this Compliance Expert Impact, Wendy Fischman explains what organizations need to know to help protect their employees and their business.

Course	Description
COMPLIANCE EXPERT: Harassment - A Case Study	Harassment in the workplace isn't always cut and dry. In some instances, it isn't clear whether the victim's perceptions are accurate or the perpetrator's actions intentionally offensive. In this Compliance Expert Impact, Catherine Guttman-McCabe explores a scenario of potential harassment that required further investigation before the truth was revealed.
Telling a Business Story	As humans, we've been using narratives to share our knowledge and experiences with others since the beginning. But effective storytelling, specifically within a business context, requires thoughtful preparation and effective delivery. With practice, using storytelling can improve the way you communicate with key players inside â€" and outside â€" your organization.
Embracing a Customer-obsessed Mentality	Today in the Age of the Customer, competitive advantage has been redefined. Customers are in control. They have more choices than ever before resulting in sky-high expectations. The only source of competitive advantage is the obsession with understanding, delighting, connecting with and serving customers. Organizations need people who are customer obsessed. People who are so interested and committed to the people they are creating and designing for that they are willing to spend time, take risks and admit that they personally might be wrong. People who are so customer obsessed that they never settle but are continually trying to understand what else they can do for their customers.
Leadership Toolkit: Facilitating a Brainstorming Session	Successful leadership in todayâ€™s business world requires a multitude of skills and competencies. Among them is the ability to manager diverse teams of individuals with different backgrounds, experiences and expertise. Facilitating effective brainstorming sessions allows leaders to harness their teamsâ€™ creativity to generate a greater quantity and quality of ideas and strategies to spark innovation and provide a wide range of possible solutions to specific business problems. Successful brainstorming sessions provide creative grist for the strategic mill.
Leadership Toolkit: Facilitating a Workshop	Successful leadership in todayâ€™s business world requires a multitude of skills and competencies. Among them is the ability to manage diverse teams of individuals with different backgrounds, experiences and expertise. Facilitating effective workshops requires a delicate mix of didactic, proactive leadership and structured interaction that helps teams generate and debate creative, innovative ideas and build strategies for applying them to solve business problems and explore new business opportunities. Effective workshops allow the team to benefit from its members sharing their experiences and expertise.
Leadership Toolkit: Running a Team Debrief	Successful leadership in todayâ€™s business world requires a multitude of skills and competencies. Among them is the ability to manage diverse teams of individuals with different backgrounds, experiences and expertise. Running an effective team debrief helps business teams more fully understand both the positive outcomes and shortcomings of team events and what needs to be done to rectify missteps and make similar future events even more successful.
Sharing a Vision	Successful leaders strive to communicate a sense of vision with integrity, building trust as both an individual and as a visionary leader.
Influencing through Positive Leadership	An organization's social and political landscape can provide opportunities for positive leadership, influencing others in order to accomplish team and company goals.
Embracing Agile at Scale	For many companies, agile practices have brought vast levels of improvement to their traditional IT functions. Companies are now exploring the possibility for similar improvements to the other parts of their organization by scaling up their agile teams.
Google App Maker: Getting to Know the Application	Google App Maker is a G Suite application that you can use for creating your own apps from scratch. This first course will get you familiar with the app interface and the different ways in which you can create, edit and manage the apps you make.
Google App Maker: Structuring your data model	Having got to know the basic elements and layout of an app this course will teach how to set up the different data models, fields and datasources that you will need to build the foundation of your app. You can also use the Google App Maker templates to give you a kick start in the right direction.
Google App Maker: Building your App	Google App Maker pages are what users will see when they use your app. Each page has a canvas for your to customize. You can navigate between pages and add various widgets to build your app's UI.
JIRA Cloud: Creating & Setting Up Projects	Jira allows you to quickly create and manage projects. In order to start using Jira you will need to know how to sign in an navigate the application interface. Once you have familiarized yourself with the interface you can start creating projects. Jira has two project types Classic and Next Gen. Each project has it's own advantages and templates to match your project needs.
JIRA Cloud: Configuring & Managing Boards	Jira projects contain boards such as scrum and Kanban. These boards can be customized and configured to met your projects needs. Once you've created boards you can start managing your projects by adding issues and subtasks.
JIRA Cloud: Planning & Working on a Software Project	Once you've creating a software project you'll need to know how to manage your issues and tasks. Adding epics, managing sprints and tracking changes can help guide your team to a common goal.
JIRA Cloud: Reporting in Jira Software	To keep an eye on how your project is performing, you can generate reports. Reports give you a visual representation of your project issues.
Outlook 2010: Formatting Email	Outlook 2010 offers a wide range of formatting features that can be applied to emails. Discover how to work with text, text styles, style sets, bullet lists, and templates; use spell check and AutoCorrect; and manage your signatures.
Tableau Desktop: Working with Data & Fields	Data is essential to what you want to build in Tableau Desktop, and to get the most out of it you are going to need to know how to use the Data pane and everything that it offers. You'll see how to browse, configure, and customize the Data pane, use measures, dimensions, and marks to bring data into your view, and add structure, hierarchy, and layers of organization to your data through folders, sets, and bins.
Tableau Desktop: Creating Data Visualizations	Visualizations are a fundamental tool in analyzing the data that you have imported and prepared in your workbooks. Tableau Desktop offers a wide variety of different graphic and chart styles, allowing you to drill down, pick apart, and delve into data in deep and meaningful ways. See how to build your views, create charts that reflect or support the type of data you are working with, and use tools such as dynamic filters, groups, and reference lines to go further in your analysis.
Tableau Desktop: Performing Calculations	Performing calculations is one of the most essential parts of analysis in Tableau. Calculations allow you to manipulate your data in ways standard tools cannot. You can manipulate the various data types with a number of different functions and calculation types to solve a wide range of problems. See how to create calculated fields and joins, use LOD expressions, perform quick table calculations, and more.
Tableau Prep Builder: Opening & Connecting Data Sources	Tableau Prep Builder is a tool for preparing and cleaning data before you start to analyze it. The core principle of Tableau Prep Builder is creating flows, based on series of highly visual steps, to process and prepare your data. Prep Builder allows you to set up connections with your raw data sources and gradually edit, structure, pivot, and filter your data in preparation for the vizzes you will create in Tableau.
Tableau Prep Builder: Working with Steps	Flows are made up of fields and steps, and Tableau Prep Builder offers a huge variety of powerful tools for cleaning, preparing, and manipulating your data. See how to add steps to clean, union, join, and pivot your data, apply a variety of different filters to drill down into your datasets, and browse and visualize your field settings and properties using the Flow pane and Flow Navigator.
Learn How to Touch Type	In a tech-driven world, the ability to touch type is essential for productivity. In this course, you will identify and learn key typing guidelines, such as adopting the right posture, using the correct finger structure, and how to touch type letters, numbers, and symbols. This will save you time in many tasks including producing documents and inputting data.
Injury and Illness Prevention Program (IIPP) â€" Cal/OSHA	Since July 1991 when Cal/OSHA mandated the IIPP regulation, California employers have seen a significant drop in the number of workplace injuries and deaths.
Lockout/Tagout 2.0 â€" Cal/OSHA	This course provides information about control of hazardous energy and work under the protection of a lockout/tagout energy control program. The intent of the course is to provide information on lockout/tagout practices and the significance of lockout/tagout devices. The content in this course is designed to comply with CAL/OSHA (California Division of Occupational Safety and Health) regulatory requirements.
PPE: Personal Protective Equipment 2.0 - Cal/OSHA	This course covers types, selection, maintenance, and care of personal protective equipment (PPE) in the workplace. The types of PPE covered in the course include hard hats; hand, foot, and eye protection; and body protection. The course also provides general guidelines on when respiratory, hearing, and fall protection are required. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Electrical Safety 2.0 â€" Cal/OSHA	This is an awareness-level course that covers how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall basic rules of electricity as they relate to electrical safety, identify actions to take in an electricity-related emergency, recognize common electrical hazards, and describe methods to reduce or eliminate electrical hazards.
Safety Principles Impact: Accident Factors	No organization wants to experience an accident. Regrettably, accidents are far too commonplace to ignore. To better insulate your organization and its employees from an accident, it's important to understand what an accident is and what the factors are that contribute to an incident. In this Safety Principles Impact, you'll learn to recognize accident factors that contribute to an accident and how your organization can reduce the risk of an accident occurring by assessing the risk and likelihood of each factor. In this Impact series installment, Jenny Fuller explores accident factors.
Safety Principles Impact: Safe Work Habits and Behaviors	Accident prevention isn't a concern for management alone. Organizations seeking to better insulate themselves from on-the-job incidents are wise to include employees in the prevention process. Developing safe work habits and behaviors is the first step. Employees must know what's expected of them, and how safe work habits and behaviors will benefit them and the organization at large. In this Impact series installment, Jenny Fuller explores safe work habits and behaviors.
Safety Principles Impact: Safety Awareness	Setting expectations for safe work habits and behaviors isn't enough to ensure employees buy in to an organization's accident prevention program. Employees must be made fully aware as to why they must follow procedure. They must be informed of the negative outcomes that could arise from an accident, and they must understand that failing to follow procedure could carry consequences for the entire organization. In this Impact series installment, Jenny Fuller explores Safety Awareness.
Safety Principles Impact: Reporting an Accident	Accident reporting is an essential component of safety. Reporting works to document incidents, enabling organizations to track potential issues in the workplace. And it works to comply with regulations and insurance requirements. Effective reporting procedures establish protocols for handling an incident as well as communication chains inside and out of the organization. In this Impact series installment, Jenny Fuller explores reporting an accident.
Safety Principles Impact: Accident Investigation	Accident investigation is a process for documenting incidents that can yield insight useful to accident prevention planning. By asking specific questions about the circumstances surrounding an incident, investigators can identify risks that may be reduced or eliminated altogether. But investigation cannot be delayed. It must happen immediately in order to capture the most accurate and timely data. In this Impact series installment, Jenny Fuller explores accident investigation.
Safety Principles Impact: Near Misses	Where an accident is an event that leads to an unwanted outcome, a near miss is an event that almost leads to an accident. As such, near misses provide valuable data for accident prevention. In this Impact series installment, Jenny Fuller explores near misses.
Safety Principles Impact: Stop Work Authority	When a dangerous situation suddenly arises in the workplace, employees must know how to respond. Stop Work Authority programs provide a means for employees to protect themselves and others. In this Impact series installment, Jenny Fuller explores Stop Work Authority.
OSHA Recordkeeping Impact: Required	OSHA has very specific requirements when it comes to reporting severe injuries and fatalities in the workplace. In this Impact series installment, Jenny Fuller explores required reporting.
OSHA Recordkeeping Impact: Recordable Cases	Not every on-the-job incident must be reported to OSHA. However, knowing which injuries and illnesses are recordable is essential for every organization. In this Impact series installment, Jenny Fuller explores recordable cases.
OSHA Recordkeeping Impact: OSHA's Form 300	OSHA requires organizations to keep records of all incidents resulting in any injury or illness for which treatment is necessary beyond basic first aid. The OSHA Form 300 is a log of all work-related injuries or illnesses meeting this requirement. In this Impact series installment, Jenny Fuller explores OSHA's Form 300.
OSHA Recordkeeping Impact: OSHA's Form 300A	OSHA's Form 300A is a requirement for every organization covered by OSHA Part 1904 and must be completed yearly. In this Impact series installment, Jenny Fuller explores Form 300A and describes its use.
OSHA Recordkeeping Impact: OSHA's Form 301	The OSHA Form 301 is an injury and illness incident report. Together with the Forms 300 and 300A, the Form 301 helps employers and OSHA better understand the extent and severity of work-related incidents. In this Impact series installment, Jenny Fuller explores OSHA's Form 301.
OSHA Recordkeeping Impact: Privacy Cases	Particular injuries and illnesses that occur in the workplace may be considered private and so require confidentiality. In this Impact series installment, Jenny Fuller explores privacy cases in OSHA recordkeeping.
OSHA Recordkeeping Impact: Non-recordable Cases	While every incident in the workplace that results in an injury or illness should be documented, not every incident needs to be reported to OSHA. In this Impact series installment, Jenny Fuller explores non-recordable cases.
Ergonomics Impact: Computer Ergonomics	Computer Ergonomics is a science which explains the apt neutral posture to be maintained while working on a computer workstation. Recognizing proper ergonomic setup for computer workstations ensures better comfort and productivity, and minimizes undue stress on different body parts. This Ergonomics Impact explores the need for neutral posture when using a computer workstation and helps to understand what a best neutral posture is. In this Impact series installment, Frank Rooney explains the concept of computer ergonomics.
Ergonomics Impact: Musculoskeletal Disorders	Musculoskeletal disorders or MSDs are minor physical disabilities that affect the muscles, bones, and joints. Understanding the causes and impacts of MSDs and diagnosing them early is important in preventing them. This Ergonomics Impact explores the various causes of MSDs and how it impacts the employees and employers alike. In this impact series installment, Frank Rooney explains the various MSDs and its leading factors.
Ergonomics Impact: Engineering Controls	In a work environment, workers are exposed to ergonomic injuries that occur due to reaching, bending, awkward postures, and applying pressure or force. Engineering controls help eliminate the risk of injuries and illness. In this Impact series installment, Frank Rooney explores engineering controls to prevent ergonomic issues.
Ergonomics Impact: Furniture and Equipment	Ergonomics is a process of designing jobs that are suitable to the worker that makes employees work comfortably and increase productivity. In this Ergonomics Impact, you will learn about using proper furniture and equipment in a workplace, recognize flooring and lighting concerns, and standards that guide employers in workstation design. In this Impact series installment, Frank Rooney talks about ergonomics in the workplace.
Ergonomics Impact: Administrative Controls	Administrative controls are workplace policies that minimize the exposure of workers to risk conditions. The administrative controls include conducting training, job rotation, job pace, and scheduling breaks to reduce stress and ergonomic injuries among workers. In this impact series installment, Frank Rooney explores various administrative controls and work practices to reduce ergonomic hazard.
Ergonomics Impact: Workplace Programs	Ergonomics essentially is the study of work. Understanding ergonomics, its goals, and the rules and regulations that govern ergonomic programs is essential to reduce the health and safety risk to employees. This Ergonomics Impact explores the key components of a workplace ergonomics program that keeps employees safe and comfortable, and how it makes them more productive. In this Impact series installment, Frank Rooney explains the use of ergonomics in workplace programs.
Hazard Communication Impact: Routes of Chemical Entry	Working with chemicals may expose an individual to severe health hazards. Chemicals may enter a human body in several ways. In this Impact series installment, Frank Rooney explores different routes of chemical exposure.

Hazard Communication Impact: Physical Hazards	A physical hazard is a chemical that causes burns or an explosion. The Hazard Communication Program is critically important in a workplace to ensure employees' safety from physical hazards. The program should include the harmful effects and the preventive measures while handling chemicals. In this Hazard Communication Impact, you will learn about various types of physical hazards and the safety measures. In this Impact series installment, Frank Rooney explores various physical hazards.
Hazard Communication Impact: Health Hazards	A Hazard Communication Program is an OSHA standard that stems from the idea of right to know. The HAZCOM standard states that employees have a right to know about the chemicals and the hazards that they encounter in the workplace. In this Hazard Communication Impact, you'll learn about health hazards associated with corrosive chemicals, carcinogens, mutagens, and sensitizers. In this impact series installment, Frank Rooney explores chemical toxicity and its types.
Hazard Communication Impact: Warning Labels	In an organization that deals with hazardous chemicals, chemical labels now play a very important role in a workplace to identify, control, and prevent chemical exposures. In this Hazard Communication Impact, you will recognize the different types of chemical labels that must be used in the workplace, the chemical labels that must be used under the Hazard Communication standard, and the information that must be included on the labels. In this Impact series installment, Frank Rooney talks about warning labels.
Hazard Communication Impact: Safety Data Sheets	Safety data sheets or SDSs define the properties of chemicals and is very vital for Hazard Communication Program. SDSs need to be easily accessible to all employees who work with hazardous chemicals. In this Hazard Communication Impact, you will identify what information is contained in a chemical SDS, why SDS must be accessible in the workplace, and where they should be stored. You will also identify why SDSs and chemical labels should be consistent. In this Impact series installment, Frank Rooney talks about safety data sheets.
Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals	In an organization that deals with hazardous chemicals, the employees are required to follow a hierarchy of controls to eliminate or control exposure to hazardous chemicals. In this Hazard Communication Impact, you'll learn about engineering controls, administrative controls, and use of protective equipment. In this Impact series installment, Frank Rooney explores different methods and controls to eliminate or reduce exposure to hazards in a workplace.
Hearing Conservation Impact: Effects of Noise on Hearing	Noise, or unwanted sound, is one of the most pervasive health problems. Exposure to high levels of noise, age, and unfavorable use of medicines can cause hearing loss. In this Hearing Conservation Impact, you will learn how noise affects the human body. In this impact series installment, Frank Rooney explores different factors that adversely affect hearing.
Hearing Conservation Impact: Monitoring and Testing	Health issues that arise at the workplace due to higher noise exposure is a major concern for any organization. So it is imperative that every such organization should have a hearing conservation program to prevent employees from noise-related health issues. This Hearing Conservation Impact explains the different ways of monitoring and testing employee's hearing skills and exposure to noise at workplace. This impact also explains the training is required to reduce the noise exposure. In this Impact series installment, Frank Rooney talks about the key components of hearing conservation program.
Hearing Conservation Impact: Selection, Use, and Care	Noise-related hearing loss is a prime occupational health concern. Exposure to high levels of noise can cause permanent hearing loss. So using the proper hearing protection aid is essential for employees who are exposed to excess noise at workplace. This Hearing Conservation Impact explores the means of selecting and using the hearing protection. This impact also deals with how one should take care of the hearing protection. In this impact series installment, Frank Rooney talks about the fundamentals of hearing conservation.
Hearing Conservation Impact: Types of Hearing Protection	Noise-related health issues are a major concern for any organization. So using the proper hearing protection aid is essential for employees who are exposed to excess noise at workplace. In this impact series installment, Frank Rooney talks about the types of hearing protection.
Hearing Conservation Impact: Precautions When Using Hearing Protection	Hearing conservation programs are essential as noise-related health issues are a major concern for any organization. Program organizers often provide hearing protection devices for employees who are exposed to excess noise at workplace. However, when using these devices, people have to take few important precautionary steps. In this impact series installment, Frank Rooney talks about the precautions to take when using various types of hearing protection devices.
Hearing Conservation Impact: Engineering and Administrative Controls	Engineering controls are used as a means to control or manage noise from an equipment. Examples of engineering controls that can be used to reduce noise levels are soundproofing the equipment, using dampers or springs, maintaining the equipment, and buying low noise equipment. Administrative controls can be used to attenuate noise with the help of less exposure to the noisy equipment. Examples of administrative controls that can be used to reduce noise exposures are limiting the time of work near a noisy device or increasing the distance between the noisy device and the person. In this impact series installment, Frank Rooney discussed about examples of engineering and administrative controls to reduce noise levels.
Respiratory Protection Impact: Responsibilities	Hazardous air contaminants should be controlled as they can cause serious injury or death. When engineering controls cannot regulate exposures to hazardous air contaminants, respiratory protection can be used. Employers are responsible for their employees' safety and should develop a respiratory protection program with work site-specific procedures. Employers should also provide appropriate training to the employees regarding the use of respirators. It is the responsibility of each employee to follow their company's safe work practices in respiratory protection procedures. In this impact series, Leo Old talks about responsibilities.
Respiratory Protection Impact: Types of Respirators	The two main types of respirators are atmosphere-supplying and air-purifying respirators. These two main respirator types further group various types of respirators. In this Respiratory Protection Impact, you will learn about different types of respirators, their features, uses, and precautions to be followed while using them.
Respiratory Protection Impact: Limitations of Respirators	Employers should identify and evaluate hazards in the workplace and accordingly choose a respirator because respirators have limitations. In this impact, you will learn about the considerations for selecting respirators and the limitations of respirators.
Respiratory Protection Impact: Respirator Selection	To avoid the physical hazards of breathing contaminated air, workers should choose respirators appropriate for their tasks. In this Respirator Selection impact, you will learn the several factors to consider when selecting a respirator.
Respiratory Protection Impact: Inspections	Respirators need to be inspected regularly to check if the respirators are functioning properly. Each component of the respirator such as filter cartridges, facepieces, head straps, and valves are checked to look out for the obvious signs of damage. Damaged components are replaced so that the quality of the respirator is not compromised. In this Respiratory Protection Impact series, Leo Old talks about inspections.
Respiratory Protection Impact: Donning and Doffing	The steps to don and doff a respirator can vary depending on the type of respirator. In this Respiratory Protection impact, you will learn about the procedures to don and doff a respirator and the precautions to be followed while doing so.
Respiratory Protection Impact: Maintenance and Storage	Workers need to maintain and store their respirators properly to ensure that the respirators remain reliable and efficient when needed. In this Respiratory Protection impact, you will learn the best practices for maintenance and storage of respirators.
Welding Impact: Fire Prevention Techniques	Employees need to be aware of the causes of fire and the preventive measures to be followed while performing welding, cutting, or brazing operations. In this impact series, Rick Faletti briefs about fire prevention techniques.
Welding Impact: Oxy-Acetylene Torch Safety	When working with an oxy-acetylene torch, certain procedures should be followed to ensure safe usage. Using the recommended safety devices such as a pressure regulator and a pressure release valve also reduce the risk of a hazard. In this impact series, Rick Faletti talks about oxy-acetylene torch safety.
Welding Impact: Health Hazards	Workers involved in welding operations are exposed to health hazards. For safety and protection against hazards, they need to follow safe work practices. In this impact series, Rick Faletti talks about different health hazards and the best practices for worker's safety.
Welding Impact: PPE Requirements	While performing hazardous operations such as welding, cutting, and brazing, personal protective equipment, or PPE, should be used, especially if engineering controls are not feasible. In this Welding impact, Rick Faletti describes some of the PPE equipment that can be used and their requirements.
Welding Impact: Safety Considerations	Safety hazards from welding, cutting, and brazing operations can result in serious injuries and fatalities. In this Welding impact, you'll learn the potential hazards and possible solutions to be considered during welding operations.
Welding Impact: Handling and Storing Gas Cylinders	Workers involved in welding operations need to take caution when handling and storing gas cylinders. In this impact series, Rick Faletti talks about different ways to handle and store gas cylinders, types of cylinders, and precautions for safety.
Fall Protection Impact: Fall Hazards	Fall hazards are quite common at workplaces such as a general industry, the construction industry, and even outdoors. For fall protection at workplaces, the regulatory action limits are different and are classified accordingly for the two industries. Per the general industry rules, the regulatory height is set as four feet above the lower working surface. For the construction industry, it begins at six feet. In addition to following these regulatory standards, practicing good housekeeping on working and walking surfaces is essential to prevent fall hazards. In this Fall Protection impact, John Knopf explains the fall hazards and protection from it.
Fall Protection Impact: Common Trip Hazards	Anytime when there is a change in the elevation or a change in the surface material, there is an increase in the slip fall hazard. These trip hazards can be found in different work environments. In this Fall Protection Impact series, John Knopf talks about common trip hazards.
Fall Protection Impact: Techniques and Methods	Falls are one of the most common causes of work-related injuries and deaths. So the workplace should be set up accordingly to prevent employees falling from overhead platforms, elevated workstations, or into holes in the floor or walls. This Fall Protection impact explores examples of engineering controls for fall protection, administrative controls that can prevent or minimize the risk of falls, and personal devices that can be used to provide fall protection. In this impact series installment, John Knopf talks about identifying common fall prevention techniques and methods.
Fall Protection Impact: Equipment Guidelines	A fall arrest system is a system that involves the safe stopping of a person who is already falling. The three main components of a fall arrest system are an anchor point, a body harness, and a connecting device. Fall protection equipment, such as the personal fall arrest system, provide a high degree of protection once installed properly. In this Fall Protection Impact series installment, John Knopf explains the equipment guidelines.
Fall Protection Impact: Safety Monitoring and Other Protective Systems	Workers are exposed to fall hazards in a workplace. A safety monitor or a spotter should be designated for the safety of workers. The fall protection systems such as warning line systems, personal safety nets, and controlled access zone should be facilitated in the workarea to help the workers while working on leading edges or roof perimeters. In this Fall Protection Impact, John Knopf explores various fall protection systems and their characteristics.
Fall Protection Impact: Other Aspects of Fall Protection	Personal fall arrest systems are put in place to prevent injuries due to a fall. A rescue plan is a plan put up in a work environment where the work is carried out at heights and the fall of an employee can result in an injury. The goal of the rescue plan is to get an employee down quickly and safely. In this Fall Protection Impact series, John Knopf explains the best practices associated with fall hazards and protection systems.
Forklift Safety Impact: Load Center	Load center is the horizontal distance expressed in inches between the load backrest and the center of gravity for the load. In this impact, John Knopf describes the load center, the load's center of gravity, the factors that affect the center of gravity, and the factors that influence the forklift's weight capacity.
Forklift Safety Impact: Capacity	For safe forklift operations, operators need to check the forklift's capacity specified on the manufacturer's data plate. In this impact, John Knopf describes the capacity specifications found on the data plate, the stability triangle, and how the forklift's capacity is affected when the load center extends past the maximum rated load center.
Forklift Safety Impact: Walk-around Inspection	Before operating a sit-down LP powered forklift, the operator should conduct a thorough walk-around inspection of the forklift to avoid incidents. In this impact, John Knopf describes the forklift parts to be checked during a walk-around inspection.
Forklift Safety Impact: Safe Operation and Work Practices	Forklift operations can be hazardous when workers do not understand the seriousness of hazards and do not follow safe work practices. In this impact series, John Knopf talks about safe work practices for safe forklift operations, such as picking up and moving a load safely, taking certain actions to avoid tipping over of a forklift, taking into account certain things in the event of a tip over, and following additional safe work practices to minimize hazards.
Forklift Safety Impact: Loading and Unloading Principles	Operating a forklift to load and unload a truck trailer can be a hazardous task that may result in serious injuries and fatalities. In this impact, John Knopf describes the basic safety precautions for loading and unloading trailers and the best practices to be followed when parking a forklift.
Forklift Safety Impact: Refueling and Recharging	Forklifts, which are used to lift and move objects in a workplace, need to be maintained regularly to prevent serious injuries and fatalities. In this Forklift Safety impact, John Knopf describes the common types of forklifts, the proper procedures for refueling a forklift and recharging its battery, and the safety precautions recommended for refueling and recharging.
Ladder Safety Impact: Safe Work Practices	Using ladders can pose certain risks for injury. Workers must follow certain safe practices such as securing the ladder properly or maintaining their balance when climbing. The different construction materials used to make these ladders also play a role in the safety of the ladder user. In this Ladder Safety Impact series, John Knopf talks about safe work practices.
Ladder Safety Impact: Ladder Selection	Ladders are categorized and selected for specific tasks depending on the varying ladder components and uses. In this Ladder Safety impact, John Knopf describes some common terms associated with ladders, the five types of ladders, and the ladder weight rating system devised for selection and safe use of ladders.
Ladder Safety Impact: Ladder Setup and The 4:1 Rule	Ladders need to be positioned properly before use so that a fall can be avoided. The 4:1 rule is designed to ensure that a ladder is secure when resting against a supporting surface. Methods such as tying off the ladder or using a spotter can be employed to prevent the movement of the ladder when in use. In this impact, John Knopf talks about ladder setup and the 4:1 rule.
Ladder Safety Impact: Fixed Ladder Use, Capacity, and Safety	A fixed ladder is permanently affixed to a structure, a building, or equipment and requires routine servicing and maintenance. In this Ladder Safety impact, you will learn how fixed ladders provide stability, safety, and ease of access.
Ladder Safety Impact: Transportation and Storage	Handling movable ladders can be a hazardous task leading to injuries and fatalities in the workplace. In this Ladder Safety impact, you will learn the basic safety practices for carrying, transporting, and storing movable ladders.
Ladder Safety Impact: Care and Maintenance	When using ladders, workers need to check and maintain these climbing aids regularly to avoid ladder collapse and worker injury. In this Ladder Safety impact, you will learn the common methods to care for and maintain ladders in the workplace.
Hand and Power Tool Safety Impact: Hazards and Controls	There are different types of hazards associated with hand and power tools on a job site. In this impact series, Rick Faletti explains several control measures and safe work practices for protection against tool hazards.
Hand and Power Tool Safety Impact: Specific Hazards	All employees who use hand and power tools should identify the hazards of each tool to prevent serious injuries and fatalities in workplace. In this Hand and Power Tool Safety impact, you'll learn the dangers associated with hand and power tools and the five rules to ensure safety when using these tools.
Hand and Power Tool Safety Impact: Pneumatic Tools	Pneumatic tools are driven by compressed air and are risky when not handled properly. These tools can have a grave physical impact on a person and are considered hazardous when not secured properly before use. In this impact series, Rick Faletti talks about pneumatic tools.
Hand and Power Tool Safety Impact: Powder-actuated Tools	Workers need to take extreme caution when operating powder-actuated tools on a job site. They must be trained properly to avoid hazards caused by powder-actuated tools. In this impact series, Rick Faletti talks about different hazards and safe work practices associated with powder-actuated tools.

Title	Description
Hand and Power Tool Safety Impact: Grinders	When using grinders, employees need to understand the hazards associated with these tools and follow some basic safety procedures to avoid injuries and fatalities. In this Hand and Power Tool Safety impact, you'll learn the control measures to be implemented when working with grinders.
Hand and Power Tool Safety Impact: Electrical Tools	Electrically powered tools can be risky to use due to the power supply that it runs on. Workers need to take precautions against electrical shocks. In this impact series, Rick Faletti talks about risks and control measures associated with electrical tools.
Spill Response and Control Impact: Defining Hazardous Materials	When hazardous materials are spilt, it could pose a threat to the employees working in the organization. Although a hazardous material can be defined differently, the negative impact it creates is the same in all cases. In this impact series, Leo Old defines hazardous materials.
Spill Response and Control Impact: Work Practices to Prevent Spills	Hazardous material spill is the unintentional release of one or more hazardous substances which could harm human health or the environment. Proper training on safety and proper handling of chemicals can help preventing hazardous spills. In this Spill Response and Control Impact series, Leo Old focuses on preventions and safety of employees, who work with hazardous material at workplace.
Spill Response and Control Impact: Responding to a Spill	Hazardous material spill is very dangerous and can cause a lot of damage to the environment and also can malign the reputation of the company responsible for the spill. The emergency response team plays an important role in controlling the spill. In this Spill Response and Control impact, Leo Old provides a basic understanding of how the response team responds to spills.
Spill Response and Control Impact: Boundaries When Hazards Are Present	Spill response boundaries are essential for ensuring safety in workplaces when hazardous materials are spilled. Depending on the toxicity and extent of the spills, hazard zones are established with appropriate authorized entries for effective control measures. In this Spill Response and Control impact, Leo Old explains the boundary system used for hazardous material spill responses.
Spill Response and Control Impact: Hazardous Spill Sizes	A spill refers to the unrestrained discharge of hazardous materials. Spill can be large scale and small scale, but their impacts are based on the nature of the chemicals used in the hazardous materials and the spill environment. In this impact series, Leo Old will explain the difference between the large and small spill and who should respond to the spills.
Spill Response and Control Impact: Responsibilities During a Spill	The responsibilities during a spill are mainly dependent on a variety of personnel working at a spill response scene. Personnel such as an incident commander, hazardous materials technicians, hazardous materials specialists, and an on-scene incident commander are entrusted with handling the efforts during such a response scene. In this Spill Response and Control impact series installment, Leo Old elaborates on the responsibilities during a spill.
Personal Protective Equipment Impact: Responsibilities	Employees working on hazardous tasks or in hazardous situations need to wear protective equipment in order to protect themselves from workplace hazards. In this impact, you will learn about the responsibilities shared between an employer and an employee with regards to personal protective equipment, also known as PPE.
Personal Protective Equipment Impact: Types of PPE	Personal Protective Equipment, or PPE, are equipment that employees need to safeguard themselves from different types of hazards in an organization. Various types of PPE offer different levels of protection for different types of hazards. In this Personal Protective Equipment Impact, you will learn about the different types of PPE.
Personal Protective Equipment Impact: Limitations of PPE	Personal Protective Equipment, or PPE, ensure the safety of the worker in hazardous working conditions. However, PPE also have their limitations ignoring which can be dangerous. In this impact, you will learn about the limitations of PPE and factors to consider when selecting PPE.
Personal Protective Equipment Impact: Inspecting PPE	Personal protective equipment (PPE) should be inspected before each use to prevent serious injuries and fatalities in the workplace. In this Personal Protective Equipment impact, you will learn the best practices for inspecting the PPE before wearing it and for handling damaged PPE.
Personal Protective Equipment Impact: Donning and Doffing PPE	Wearing personal protective equipment, also known as PPE, at the workplace protects the workers in hazardous situations. However, if PPE are not donned or doffed correctly, it can lead to dangerous consequences. In this impact, you will learn about the procedures related to donning and doffing PPE.
Personal Protective Equipment Impact: Maintenance and Storage	Workers need to clean, maintain, and store their personal protective equipment (PPE) properly as per the manufacturer's recommendations to ensure that the equipment remains reliable and efficient when they need it. In this Personal Protective Equipment impact, you will learn some best practices for maintenance and storage of personal protective equipment.
Cold Stress Impact: Symptoms	Any person working in a cold environment is in danger of being exposed to cold stress. Cold stress can be averted by establishing that the body does not lose heat at an above normal rate. In this Cold Stress Impact series installment, Frank Rooney explains the symptoms of cold stress.
Cold Stress Impact: Treatment	Cold stress is a threat to the physical and mental condition of the body. People working under cold environments and for extended periods are subject to cold stress. In this Cold Stress Impact series, Frank Rooney briefs about the effective treatments for the four types of extremity cold stress and for the different stages of hypothermia.
Cold Stress Impact: Precautions and Safe Work Practices	Employees need to follow certain precautions and safe work practices to minimize the dangers of overexposure to cold. In this Cold Stress impact, you'll learn about the different risks of cold stress and the effective engineering and administrative measures to prevent these hazards in the workplace.
Heat Stress Impact: Symptoms	Heat stress occurs when body fails to control its internal temperature. If heat stress is not recognized and treated in the early stages, it can have serious effects on the body such as prickly heat, heat cramp, heat exhaustion, and heat stroke. It is important to know the signs and symptoms of heat exposure to treat it properly. In this Heat Stress impact series, Frank Rooney explores the various stages of heat stress and their symptoms.
Heat Stress Impact: Treatment	When a human body temperature fails to regulate fails or rises to critical levels, it indicates that the person is under heat stress. In this impact series installment, Frank Rooney explains the symptoms of heat stress and what should be done to overcome the same. He also briefs on how to respond to heat stress if someone is experiencing heat exhaustion or heat stroke.
Heat Stress Impact: Precautions and Safe Work Practices	Working in hot and humid conditions combined with additional stresses to the body such as from physical activity, loss of fluids, and fatigue can lead to adverse health effects or can jeopardize worker's safety. So it is essential to understand about heat stress and its effects. This helps to minimize the risk of heat stress by adapting the appropriate precautions and safe work practices at workplace. In this Heat Stress Impact series, Frank Rooney talks about minimizing the risk of heat stress.
Electrical Safety Impact: Basic Rules of Electricity	When working with electric tools or circuits, workers may face serious injuries and fatalities if they are not aware of how electricity works and if they are not trained for their tasks. In this Electrical Safety impact, you will learn the basic rules for working with electricity.
Electrical Safety Impact: Common Injuries	Electrical shock is a serious workplace hazard that can cause burns, deaths, fires, and explosions. In this Electrical Safety hazard, Leo Old explains the cause of an electrical shock, the factors that determine the severity of the shock injury, the effects of an electrical shock, and the recommended steps to be taken in the occurrence of an electrical shock.
Electrical Safety Impact: Electrical Fires	Electricity is a common cause of fires and could result in electrical fires. In this impact, you will learn about electrical fires and its causes, the different types of fire extinguishers used on such fires, and some other types of required responses to extinguish electrical fires.
Electrical Safety Impact: Common Hazards	Electrical equipment can be hazardous when workers do not understand the seriousness of the hazards and do not follow safe work practices. In this Electrical Safety impact, Leo Old explains the common hazards associated with damaged extension cords, damaged power tools, and exposed wiring, and the safety practices to control these hazards.
Electrical Safety Impact: Methods to Reduce or Eliminate Hazards	Controlling electrical hazards helps reduce the risk of serious injury or death. Electrical hazards can be controlled by creating a safe work environment and using safe work practices. In this impact, Leo Old describes the methods to reduce or eliminate hazards.
Electrical Safety Impact: Overhead and Underground Power Lines	Workers need to be very careful when working with overhead and underground power lines as these lines pose serious electrical hazards if not handled properly. In this impact, you will learn about the dangers associated with overhead and underground power lines and precautions to be taken when working with them.
Lockout/Tagout Impact: Terminology	When working on machines, employees can control hazardous energy by using various lockout/tagout devices and procedures. In this Lockout/Tagout impact, you'll learn the terminology associated with the lockout/tagout process.
Lockout/Tagout Impact: Program Overview	The lockout/tagout program is a written program that addresses the control procedures and training requirements necessary for employees to lockout or tagout devices or equipment in a work area. In this impact series, Rick Faletti talks about different components and training requirements of a lockout/tagout program.
Lockout/Tagout Impact: Properties of Devices	Workers who operate or use different machines or equipment in the workplace require the lockout/tagout, or LO/TO, devices for servicing or maintenance of the machines. In this Impact series, Rick Faletti talks about the properties of these devices.
Lockout/Tagout Impact: Individual and Group Applications	Employees working on machines may be seriously injured or killed if hazardous energy is not controlled through proper lockout/tagout practices. In this impact series, Rick Faletti talks about types of lockout/tagout applications.
Lockout/Tagout Impact: Removing Devices	A lockout/tagout device is added to equipment or processes to ensure safety of employees working with the equipment or process at all times. A lockout/tagout device must be removed only when the set criteria is met. In this impact series, Rick Faletti talks about the ways to safely remove the lockout/tagout devices.
Lockout/Tagout Impact: Company	Employees who operate the lockout/tagout devices need to follow the company's lockout/tagout procedures and its implementation. In this impact series, Rick Faletti talks about company procedures.
Machine Guarding Impact: Areas Where Mechanical Hazards Exist	When working with tools and machines, employees need to identify the areas of mechanical hazards and take adequate precautionary measures to ensure safety. In this Machine Guarding impact, you'll learn the various mechanical hazards that could result in severe physical injuries or death or both.
Machine Guarding Impact: Where Accidents Are Most Likely to Occur	Organizations that deal with industrial equipment generally face the risk of accidents that involve hazardous mechanical motion. In this impact series, Rick Faletti talks about where these accidents are most likely to occur.
Machine Guarding Impact: Actions That Can Result in Injury	There are various reasons why accidents happen while working around machineries and equipment. The course takes us through few examples of such accidents. In this impact series, Rick Faletti talks about actions that can result in injury.
Machine Guarding Impact: Minimum Requirements of Safeguards	Safeguards are necessary to protect employees from hazardous mechanical motions. In this Machine Guarding impact, you'll learn the minimum requirements of these safeguards in a machine environment.
Machine Guarding Impact: Advantages of Guard Construction	Machines used on job sites have guards that protect employees from hazardous motion. The different types of guards used in machines are fixed guard, adjustable guard, interlocking device, and presence-sensing device. In this impact series, Rick Faletti talks about advantages of each of these guard types.
Machine Guarding Impact: Inspections	A regular inspection of machine guarding devices is necessary to protect workers from hazards on job sites. In this impact series, Rick Faletti talks about inspecting different guard types.
Machine Guarding Impact: Definitions and General Requirements	Employees are constantly exposed to hazardous mechanical motions while working with machines and equipment on a job site. In this impact series, Rick Faletti talks about different types of hazardous mechanical motions and how to protect oneself against these motions.
Slips, Trips, and Falls Impact: Identifying Fall Hazards	Slips, trips, and falls can happen anytime and anywhere in a workplace and can lead to serious injury or fatality. Slips, trips, and falls can have an impact on both work life and personal life of an employee. So it is essential to understand about the differences between slips, trips, and falls and understand how they can result in serious injuries or fatalities. In this Slips, Trips, and Falls Impact: series installment, Leo Old talks about recognizing types of slip, trip, and fall hazards.
Slips, Trips, and Falls Impact: Preventing Injuries on Ladders	Ladders are commonly used by a variety of people to perform variety of tasks. While performing a task using a ladder, the person might fall and might result in serious injuries. Injures might be even fatal sometimes. In this impact series installment, Leo Old explains some of the key features that should be considered when selecting a ladder. He also briefs on how to inspect the ladders, some of the safety provisions should be followed when using a ladder, and a few precautions that should be followed when using a ladder.
Slips, Trips, and Falls Impact: Minimizing Walking and Working Surface Hazards	Using stairs can be risky if they are built inappropriately. Lack of correct edge, absence of tread or railings are some common reasons of slipping. Also in work areas, there are various risks of falling due to wet or slippery work surfaces. In this Slips, Trips, and Falls Impact series, Leo Old discusses various risks and solutions related to walking and work surfaces and also related to engineering controls to reduce risks.
Slips, Trips, and Falls Impact: Specific Applications	Slips, trips, and falls have the potential to cause injuries in workplaces, schools, and homes. In worst cases, it can even lead to death. Specific prevention measures to avoid such pitfalls should be implemented thoroughly. In the Slips, Trips, and Falls Impact series installment, Leo Old explains specific applications.
Slips, Trips, and Falls Impact: Stairs	Stairs of all types are inherently hazardous and people might fall on them, get hurt, or even get killed in the process. There are several features to consider when determining whether or not the stair is safe for use. In this Slips, Trips, and Falls Impact series, Leo Old talks about identifying safe work practices for using stairs.
Slips, Trips, and Falls Impact: Fall Prevention Techniques and Methods	An inspection program is a helpful component of the slip, trip, and fall prevention programs in an organization. The inspection programs are conducted in order to minimize injuries in a workplace. A good inspection program assesses the hazards and risks in a workplace and assigns a competent person to supervise and implement the program. Training of the personal who use fall protection equipment in the workplace is also a necessary part of the program. In this impact series, Leo Old talks about fall prevention techniques and methods.
Indoor Hoisting and Rigging Impact: Indoor Crane Hazards	Indoor cranes are used to lift and transport heavy loads in a workplace. In this Indoor Hoisting and Rigging impact, John Knopf describes the hazards of improper use of indoor cranes, the primary causes for indoor crane incidents, and the six elements of a crane safety program.
Indoor Hoisting and Rigging Impact: Safe Crane Operation	Indoor Hoisting and Rigging Impact: Safe Crane Operation
Indoor Hoisting and Rigging Impact: Crane and Hoist Inspections	To ensure safe operations during indoor hoisting and rigging, proper equipment such as hoists and cranes should be used and maintained through timely inspections. In this impact, John Knopf describes the crane and hoist inspections.
Indoor Hoisting and Rigging Impact: Load Handling	Workers need to lift and transport loads carefully after choosing their hoisting and rigging devices based on the load size and weight. In this impact, John Knopf describes the common methods to ensure load centering and the factors that affect sling load limits.
Indoor Hoisting and Rigging Impact: Sling Types and Inspections	Hoisting can be hazardous when workers do not inspect different types of slings before hoisting operations. In this impact series, John Knopf talks about four primary types of slings, basic terminology used in sling rigging and inspections, and the inspection processes to be used for these types of slings.
Indoor Hoisting and Rigging Impact: Standard Practices for Signalers	role of a signaler is critical in hoisting and rigging operations. It is important for the signaler and the crane operator to have mutual trust and good knowledge of multiple communication formats used in crane operations. In this impact, John Knopf talks about standard practices to be followed by signalers for safe crane operations.
Hazardous Material Handling and Storage Impact: Lifting Techniques	Manual handling operations, often, are involved injuries in the workplace, due to awkward body movements and improper lifting techniques. Learning and following the correct method for lifting and handling heavy loads can help to prevent injuries, like using power zone in body. In this Hazardous Material Handling and Storage Impact series, Leo Old exposes the possibilities and risk factors of injuries if proper technique is not used in manual handling operations.
Hazardous Material Handling and Storage Impact: Drum and Container Hazards	Employees involved in handling drums and containers with hazardous materials need to identify the hazards related to these storage objects to ensure occupational safety. In this Hazardous Material Handling and Storage impact, you'll learn the importance of knowing the contents of drums to choose the appropriate personal protective equipment, the different sources of information about the chemical contents, and the factors to consider before moving the containers to avoid leakage and damage.

Hazardous Material Handling and Storage Impact: Handling Drums and Containers	Accidents may occur during handling of drums and other hazardous chemical containers. Proper work practices such as minimizing handling and using equipment and procedures that isolate workers from hazardous substances can minimize the risks to site personnel. In this impact series installment, Leo Old talks about identifying safe handling procedures when working with drums and containers.
Hazardous Material Handling and Storage Impact: Handling Gas Cylinders	If there is any fall or spill or leak from the gas cylinders, the results could be hazardous and may even result in fatalities. So when handling compressed gas cylinders or flammable gas cylinders or toxic gas cylinders, apply care and handle it in a safe manner. In this Hazardous Material Handling and Storage Impact series, Leo Old discusses the best practices for handling and using compressed gas cylinders.
Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders	When working with compressed gas cylinders, care must be taken that they are used properly. When compressed gas cylinders are not in use, several checks must be performed so that they are in good condition, are stored properly, and are safe to use. In this impact series, Leo Old talks about transporting compressed gas cylinders.
Hazardous Material Handling and Storage Impact: Routine Maintenance	Maintenance personnel need to follow safe handling practices during routine maintenance of equipment. Proper maintenance scheduled at regular intervals ensures safe and optimum performance of the equipment. In this Hazardous Material Handling and Storage impact, you'll learn the importance of routine maintenance, the hazards associated with maintenance activities, and the preventive measures to avoid damage and injuries during material maintenance.
Fire Safety Impact: Characteristics of Fire	Employees need to be aware of the elements that generate a fire and the probable fire hazards in a workplace to minimize fire risks. In this Fire Safety impact, you'll learn the characteristics and classifications of fire and the primary hazards associated with fire to prevent serious injuries and fatalities in the workplace.
Fire Safety Impact: Types of Fire Extinguishers	Fire extinguishers play a critical role in protecting the environment by controlling fires at their very early stages. Fire extinguishers are classified according to the size and types of fire. Employees should be able to operate, select, and locate the appropriate fire extinguishers at their workplace. In this Fire Safety Impact series, Leo Old explains the various types of fire extinguishers and the significance of the awareness of their usage for employees.
Fire Safety Impact: How to Prevent Workplace Fires	Fire safety is the set of exercises intended to reduce the loss because of fire. Fire safety measures include those that are intended to prevent ignition of an uncontrolled fire, and those used to limit the development and effects of a fire after it starts. In this Fire Safety Impact series installment, Leo Old explains how to prevent workplace fires.
Fire Safety Impact: Responding to Fire Emergencies	A fire alarm indicates that there is an emergency and the employees should evacuate the workplace immediately. All employees should be aware of what must be done when a fire alarm goes off. In this Fire Safety Impact series, Leo Old will explain what should be done if the fire alarm is activated in the workplace and if the cloth catches fire. In addition, he will brief on who should respond to a fire emergency.
Fire Safety Impact: Characteristics of Handheld Extinguishers	In workplaces, fire extinguishers play an important role in safety of the employees. Their location, placement, usage, training, different fire stages are all a part of learning for the employees. In this Fire and Safety impact series installment, Leo Old provides a basic learning on how to use handheld extinguishers.
Fire Safety Impact: Using the Correct Extinguisher for the Material	Fire extinguishers, when used properly, save lives and property by putting out a small fire or controlling it until the fire department arrives. So it is important to train the employees to use the file extinguisher in a safe manner. This Fire Safety Impact deals with understanding the circumstances to use a fire extinguisher, methods to use a fire extinguisher, and the types of fire extinguishers that must be kept in the workplace. In this impact series installment, Leo Old talks about using the correct fire extinguisher for the material.
Emergencies and Disasters Impact: Components of an Emergency Action Plan	An emergency action plan or an EAP is a written document displayed at every organization with a minimum number of employees. The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies. Well-developed emergency plans and proper employee training will result in fewer and less severe employee injuries and less structural damage to the facility during emergencies. In this Emergencies and Disasters Impact series installment, Frank Rooney explains the components of an emergency action plan.
Emergencies and Disasters Impact: Preparing for Evacuations	Evacuation preparation is a method for the movement and safe removal of people away from a work facility in the event of an emergency. Since emergencies don't occur conveniently, it is essential for both employees and employers to be prepared for evacuation. Evacuation preparation training should be imparted to all the employees by employers. In this Emergencies and Disasters Impact series installment, Frank Rooney elaborates on preparing for evacuations.
Emergencies and Disasters Impact: Natural Disasters	Natural disasters are extreme and sudden. It causes major damage to life, environment, and facility, and so it is always important to have a disaster plan in place. In this impact series installment, Frank Rooney will explain about some of the basic steps that should be followed when a natural disaster warning has been issued. In addition, he will explain how shelter-in-place is different from evacuations.
Emergencies and Disasters Impact: Bomb Threats	With increasing global violence and terrorism, it is essential for the businesses to have emergency plan. One of the major emergency situation is bomb threats. All bomb threats need to be taken seriously and need to be responded to immediately. So it is imperative that organizations must have bomb threat procedures in place that will make the threat less traumatic, and help save lives. This Emergencies and Disasters Impact explores ways dealing with calls or notes about a bomb threat, and the potential signs of a suspicious package and ways to handle such packages. In this Emergencies and Disasters Impact series installment, Frank Rooney talks about responding to a bomb threat.
Emergencies and Disasters Impact: Workplace Violence	Workplace violence is the threat of physical violence, harassment, intimidation, or other threatening behavior that may occur at the work location. It can affect and involve employees, clients, customers, and visitors. So it is essential to have a clearly defined policy around workplace violence. The policy must cover harassment at workplace and also include visitors policy. In this impact series installment, Frank Rooney explores ways to reduce the risk of workplace violence.
Emergencies and Disasters Impact: Threats from outside the Workplace	Employees face various external threats in workplaces when they interact frequently with the general public. Implementing certain security measures and promptly escalating risks to the appropriate authorities and the management can minimize workplace violence. In this Emergencies and Disasters impact, Frank Rooney explains different occupational risks and the effective measures to prevent threats from outside the workplace.
Laboratory Safety Impact: Laboratory Safety Requirements	Employees working in labs are required to have chemical hygiene plan and training information. In this impact, Dr. Ava C. Dykes talks about the laboratory safety standards to be followed at workplace.
Laboratory Safety Impact: Safety Guidelines and Procedures	A laboratory contains various equipment, hazardous chemicals, and contaminants that can pose a risk to the safety of lab workers. Therefore, the employer and the workers need to adopt certain measures to ensure their safety. In this impact, Dr Ava Dykes explains the safety guidelines and procedures concerned with the laboratory.
Laboratory Safety Impact: Emergency Guidelines and Procedures	Employees working in a lab should be familiar with the lab's chemical hygiene plan and other emergency guidelines and procedures. In this impact, Ava C. Dykes describes the best practices to prepare for an emergency in the lab, steps to report a lab emergency, and recommendations to handle a fire incident in a lab.
Laboratory Safety Impact: Preventing Fire and Burn Hazards	Workers must be careful when working with flames in a laboratory setting. Hot plates and heating blocks are a burn hazard, but they can also cause a fire if combustible material comes in contact with them. In this impact, Dr. Ava C. Dykes talks about fire and burn hazards in the laboratory.
Laboratory Safety Impact: Safety Data Sheets and Chemical Storage	When working in a lab, employees should use safety data sheets, or SDSs, to learn the potential hazards associated with chemicals and the best practices to protect against those hazards. In this impact, Dr. Ava Dykes describes the details to be provided in an SDS and hazardous chemical labels and the general recommendations for chemical storage.
Infectious Disease Impact: An Overview of Infectious Diseases	Infectious diseases kill more people in the world than any other single cause. These diseases are caused by microorganisms and spread through different types of contacts. Drugs can be used to prevent infections but some microorganisms have developed drug resistance. However, by implementing some simple steps, you can protect yourself from infectious diseases. In this impact series, Dr. Ava Dykes talks about an overview of infectious diseases.
Infectious Disease Impact: Measles and Norovirus	Measles and Norovirus are highly contagious viruses. In this impact, Dr. Ava C. Dykes talks about the ways in which the two viruses are contracted, their symptoms, prevention, and treatment.
Infectious Disease Impact: Ebola and	Ebola and smallpox are contagious diseases with high fatality rate. In this impact, Dr. Ava Dykes talks about the ways in which the two diseases are contracted, their symptoms, prevention, and treatment.
Infectious Disease Impact: MRSA and Meningococcal Disease	Methicillin-resistant Staphylococcus aureus, or MRSA is a bacterium that causes infections in humans. MRSA infection usually takes the form of a skin infection or infection of soft tissues. Meningococcal disease refers to a group of diseases caused by the bacteria Neisseria meningitidis commonly referred to as just meningococcus. Meningococcus can cause bacterial meningitis, inflammation of the brain or spinal cord, and sometimes pneumonia. In this impact series, Dr. Ava Dykes talks about MRSA and meningococcal disease.
Infectious Diseases Impact: Legionnaires' Disease and Anthrax	Legionnaires' disease and anthrax are two serious infectious diseases. In this impact, Ava C. Dykes describes the ways in which these two diseases are contracted, their signs and symptoms, and the four types of anthrax.
Infectious Disease Impact: Zika Virus	The Zika virus is a dangerous virus that is transmitted to people primarily through the bite of an infected mosquito. It can causes illness with mild symptoms but can also cause a range of birth defects during pregnancy. It is difficult to diagnose Zika as the signs and symptoms vary. Since there is no vaccine for the Zika virus, prevention is best method to stay healthy. In this impact series, Dr. Ava Dykes talks about the Zika virus.
Bloodborne Pathogens Impact: Modes of Transmission	Bloodborne pathogens are germs that can cause harmful and deadly diseases such as HIV AIDS and Hepatitis. In this impact, Dr Ava Dykes talks about the modes of transmission for bloodborne pathogens.
Bloodborne Pathogens Impact: Controls That Reduce or Eliminate Transmission	Standard precautions are taken to prevent bloodborne pathogen transmission. This is done by treating all potentially infectious material as infectious. Engineering controls and work practice controls are used to make the work environment safe and to avoid any injuries. In this impact, Dr. Ava Dykes talks about controls that reduce or eliminate transmission.
Bloodborne Pathogens Impact: Proper Use and Handling of PPE	PPE, or Personal Protective Equipment is used to protect areas of your body that could be contaminated when you are near infectious material. In this impact, Dr. Ava Dykes talks about the effective use and handling of PPE.
Bloodborne Pathogens Impact: Decontamination Procedures	Employees who come into contact with blood in the workplace may get infected by bloodborne pathogens. In this impact, Ava C. Dykes explains the best practices to prepare for a spill involving bloodborne pathogens, the general guidelines for cleaning a biohazardous spill, and the common methods to dispose the biohazardous waste collected from a spill cleanup.
Bloodborne Pathogens Impact: Measures to Take For Skin or Eye Exposures	Bloodborne pathogens pose a risk of a systemic infection. Therefore, it is important to know what to do if your skin or eyes are exposed to bloodborne pathogens. In this impact, Dr Ava Dykes talks about the measures to take for skin or eye exposures.
Bloodborne Pathogens Impact: Procedures to Follow if an Exposure Occurs	Employers should have an exposure control plan in place if there is an accidental exposure. In this impact, Dr. Ava C. Dykes talks about the procedure to follow if any employee is involved in a bloodborne pathogen exposure incident.
Forklift Safety Impact: Sit-down Inspection	Forklift operations can be hazardous when workers do not perform the sit-down inspection properly before using it. The workers should not exceed the predetermined capacity of a forklift that can result in equipment damage, equipment failure, or an injury to employees. The sit-down inspection for a forklift is performed by sitting inside a forklift. During this inspection, each part of the forklift is tested to see if it functions properly. In this impact, John Knopf talks about the key points of sit-down inspection of a forklift.
Global Safety Principles: Lead Awareness in General Industry	This course provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure.
Global Safety Principles: Lead Awareness in Construction	This course provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure in the construction industry.
Global Safety Principles: Non-Ionizing Radiation Safety	This course is designed to familiarize learners with the health implications associated with non-ionizing radiation, specifically radio frequency (RF) radiation and measures to protect workers from exposure.
Construction: Struck By	This course is designed to provide an awareness of various struck-by hazards in construction environments and the measures workers and management should take to protect workers from these hazards. The course content is designed in line with OSHA regulations and ANSI/ISEA standards where applicable. The learning objectives of this course are to recognize workplace conditions and practices that have the potential for struck-by accidents, and to understand the guidelines for avoiding and preventing these conditions.
Hazardous Material Handling and Storage	This course covers information about drum handling, compressed gas cylinders, flammable materials, slings, safe lifting techniques, and safe handling procedures. The intent of the information is to familiarize the learner with safe work practices necessary to prevent injury while handling materials and equipment in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Safety Data Sheets	This course is designed to provide both workers and supervisors with a better understanding of how to interpret a safety data sheet (SDS), as well as address specific requirements associated with SDSs in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Decontamination (HAZWOPER)	This training provides information concerning decontamination, which is the process of removing contaminants that have collected on workers and equipment. Decontamination protects you from hazardous substances that may contaminate and eventually penetrate protective clothing, respiratory equipment, tools, vehicles, and other equipment used on-site. It also prevents the movement of contaminants from the site to the community. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to list the major factors that affect permeation of contaminants, identify the steps in making a decontamination plan, identify the zones of a hazardous material site, list decontamination procedures for personnel and equipment, describe tests used to determine the effectiveness of decontamination methods, identify health and safety hazards associated with decontamination procedures, and recognize how emergency decontamination situations should be handled.
DOT: CSA Fundamentals	CSA, which stands for Compliance, Safety, Accountability, is a Federal Motor Carrier Safety Administration (FMCSA) initiative aimed at improving commercial motor vehicle (CMV) safety and ultimately reducing collisions, injuries, and fatalities related to CMVs. This course will teach you what CSA is and why it's needed, how it works, and what a carrier can do to ensure it has an effective CSA program.
PPE: Body Protection	This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your torso, arms, and legs. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements — recall general OSHA requirements related to personal protective equipment, choose the appropriate body protection to guard against workplace hazards, and how to inspect and maintain body protection.

Pandemic Flu Awareness	The Center for Disease Control (CDC) once estimated that if pandemic flu was to hit the US, approximately 200,000 to 2 million people could possibly die. This was based on models from past pandemics â€" the Spanish Flu (1918), the Asian Flu (1957), and the Hong Kong Flu (1968). The government further estimated that up to 40% of the workforce could be absent from work at the height of a pandemic wave. The potential impact on the social and economic infrastructure is enormous. When the H1N1 Pandemic of 2009 occurred, CDC estimated there were between 151,000 and 575,400 deaths worldwide in the first year. Since then, advances in science and preparedness have been implemented to prevent virus outbreaks from reaching pandemic proportions. Great strides have been made in monitoring and detection, risk assessment, and prevention and treatment. These advances are outlined in the Department of Health and Human Services Pandemic Influenza Plan. This plan, an update of the 2005 National Strategy for Pandemic Influenza Implementation Plan, outlines the roles and responsibilities of governmental and nongovernmental entities, but clearly indicates that the center of gravity for pandemic response will be at the community level. According to the plan, sustaining the operations of critical infrastructure under conditions of pandemic influenza will depend largely on each organization's development and implementation plans for business continuity of operations under conditions of staffing shortages and to protect the health of their workforce." In other words,
Stormwater Pollution Prevention	This course describes the nature and occurrence of stormwater pollution, its environmental effects, and ways to address this important water quality problem. Rainwater that enters a surface water body, by flowing either overland or through a storm sewer system, is called stormwater or stormwater runoff. Stormwater runoff is one of the leading causes of pollution in rivers and lakes. Identifying sources of stormwater pollution and keeping them from coming in contact with runoff is the best and most economical way to protect the quality of the nation's waters. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe common stormwater pollutants, identify categories covered under the National Pollutant Discharge Elimination System, and discuss methods of preventing stormwater pollution.
Urban Driving	Driving in urban areas presents a different set of hazards to drivers as compared to highway driving. Red lights, intersections, traffic, distracted drivers, and pedestrians are just some of the hazards the urban driver will encounter. This course will teach you how to safely drive through urban areas, how to enter and exit traffic, how to navigate intersections, and how to react to traffic signals. You'll also learn how to share the road safely with pedestrians and cyclists.
Personal Protective Equipment (HAZWOPER)	Equipment and devices have been developed over the years to protect the human body against a variety of environmental and physical hazards. Today, many forms of personal protective equipment, or PPE, are available to protect you from injuries and illnesses. OSHA and EPA regulations classify PPE into four categories, based on the level of protection afforded. This training is intended to introduce you to the four levels, and to acquaint you with the different types and the correct selection of PPE. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Behavior-based Safety for Supervisors	This course is intended to provide supervisors with an overview of the concepts of behavior-based safety. This training will aid those supervisors who have not used these techniques in their day-to-day duties and responsibilities in the past. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Scissor Lifts	Scissor lifts are powered, mobile devices that raise personnel vertically to allow them to safely reach a predetermined working height. But, as with any heavy equipment, scissor lifts can be very dangerous if used without due care and attention. This course will teach you how to inspect your lift and the work area, understand the physical hazards involved in working with a scissor lift, and what the standard safety features of a scissor lift are. You'll also learn about the basic training requirements stipulated by OSHA and some general best practices for operating scissors lifts.
Emergency Response and Spill Control (HAZWOPER)	This training describes how to respond to various emergency situations and describes control of spill situations both by the workers involved and by trained emergency personnel.
Forklift Operation 1: Safety Inspection and Maintenance	Forklifts are used in many industries, and operating them safely is paramount to the safety of both operators and fellow employees. In this course, you will learn when and how to inspect a forklift and what to do in the event an equipment problem is discovered. You will also learn the necessary precautions to follow and procedures to follow when refueling gasoline, diesel, and propane-powered forklifts and when changing or recharging battery-powered units. You will also learn about the health hazards you may face as a result of working with or around forklifts.
Safety at Work: A Systematic Approach	Do you ever find yourself wishing you had more control over the way you do your job â€" especially tasks related to your personal safety and health? Many safety programs are designed and implemented by managers, with the expectation that employees will follow the practices they prescribe. While employee health and safety is paramount, safety programs designed by management may fail to recognize why employees take the risks they do, even though they may have been trained in proper, safe procedures. Systematic approaches to safety at work, such as behavior-based safety, can be used to enhance the safety programs organizations have in place â€" tackling safety issues by involving employees at all levels of the organization â€" where changes to improve safety are driven by employees on up through management. In this way, the collective experience of employees, like you, drives the change for safer work practices and conditions. This course explores the concept of behavior-based safety, how a behavior-based safety program is used to enhance safe behavior and a safety culture, as well as the roles and responsibilities of employees and management.
Forklift Operation 3: Load Handling	Forklifts are an important tool used in many industries, but they present many hazards to their operators. The good news is that many of these hazards can be avoided, if not eliminated, when operators are trained to properly operate and load a forklift. Some basic practices can be used to improve safe load handling â€" for example, driving the forks as far under the load as possible. More specific practices for approaching, lifting, and lowering a load can also help forklift operators improve load handing safety as they perform each of these actions. Armed with this knowledge, forklift operators will be better prepared to safely load the forklifts they operate.
Forklift Operation 4: Traveling and Maneuvering	Safely traveling with and maneuvering a forklift, like most equipment, requires some special considerations. Forklift operators who know how to safely travel with and maneuver a forklift can protect themselves, pedestrians in the workplace, and the loads carried on forklifts. The specific guidelines provided in this course will protect operators from the hazards of traveling with and maneuvering a forklift. The course offers instructions on how to mount and dismount a forklift properly; on traveling with a load over uneven paths, inclines, and other potentially unstable surfaces; and on maneuvering safely when forklifts start, stop, and change direction.
Active Shooter on Campus	This course helps you prepare to respond to an active shooter situation. It begins by describing the typical character of active shooter incidents. It then explains how to determine the correct course of action in such a situation depending on the circumstances: escape, hiding in a secure location, or physically engaging with the shooter. The course then lays out the principles you should follow in relation to each of these options. Finally, you'll also learn about what to expect and how to react when law enforcement arrives.
Flatbed Cargo Securement	Safe loading and operation of a flatbed trailer depends on following rules and regulations related to safe loading of cargo, proper use of securement devices, and regular inspection of the load. In this course, you will learn about the hazards, rules, and safety provisions for ensuring your safety as a vehicle operator, as well as the safety of other vehicle operators you share the road with.
Ammonia Safety	Ammonia is one of the world's most widely used basic chemicals. Anhydrous ammonia is utilized in a wide variety of commercial applications, from fertilizers to refrigerants to solvents. But ammonia can be hazardous. To protect human health and the environment, manufacturers, packagers, shippers, receivers, and others involved throughout the supply chain must adhere to the safe and appropriate use and handling of ammonia. This course will introduce you to the agencies that deal with regulations and standards for handling anhydrous ammonia, and will help acquaint you with the risks, controls, safe work practices, and emergency response procedures involved in dealing with this hazardous chemical.
Regulatory Overview (HAZWOPER)	This course provides information about the history, purpose, and mission of key regulatory agencies including OSHA, EPA, and DOT. The intent of the course is to provide the learner with an understanding of the sources of regulatory occupational safety and health work practices and standards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to specify why regulatory standards are established, identify the purpose of the major regulatory agencies that establish regulations impacting the workplace (OSHA, EPA, DOT), identify the purpose of RCRA, CERCLA, and SARA, identify hazardous waste, identify the scope and purpose of HAZWOPER, identify steps to prevent hazardous materials and exposure to hazardous waste, and identify which workers are affected by HAZWOPER.
Electrostatic Discharge Safety	This course will provide a basic understanding of static electricity, and how to provide protection from static electricity. The information in this course will focus on the identification, assessment, and control of static electricity for purposes of preventing fires and explosions. This course is intended as an introduction to a highly specialized field. Consultation with experts is recommended to implement an effective static electricity control plan for your operations.
Working Alone â€" Safety Awareness	Lone workers face similar hazards to those who work in teams or alongside coworkers. However, because they don't have the benefit of a coworker's presence, should an incident occur, there are scenarios where lone workers are at a greater risk than their colleagues. This course helps supervisors and employers to identify the particular risks faced by employees who work alone or in isolation. It outlines OSHA guidelines on protecting lone workers and identifies the essential components of an effective safety policy.
Biosafety Hazardous Waste Handling and Disposal	This course teaches basic precautions against the transmission of infection from biohazardous waste in the workplace. It describes the various categories of biohazardous waste and how infection can be transmitted by biohazardous waste. It also outlines standard safety precautions against transmission, and guidelines for the safe storage, treatment, and disposal of biohazardous waste. It also describes the steps for cleaning up a biohazardous spillage.
Rigging Equipment and Inspection	Securing, lifting, and moving materials can be a hazardous occupation. It's important workers involved with hoisting and rigging activities are aware of the elements of safe rigging practice as outlined by OSHA's safety regulations and standards. In this course, you'll learn about using rigging in a safe and responsible manner. Learner objectives are to identify rigging hazards and the PPE used to protect against those hazards, and to recognize the proper selection, inspection, and storage of rigging equipment.
Used Oil Management	Failure to properly dispose of used oil is a serious, but little recognized, environmental problem. This half-hour course reviews the various regulatory requirements associated with used oil management primarily from a generator's perspective. The goal of this training is to provide you with an overview of the used oil management programs and explain the different regulatory scenarios that apply to used oil. The training also provides basic information for used oil handlers whose activities are regulated by the Used Oil Management Standards. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Introduction to Industrial Hygiene	All employees should expect to work in as safe an environment as possible, whether they work in an office building, a factory, or a nuclear power plant. Since ancient times, medical professionals, social activists, and philosophers have observed and written about the various dangers associated with the work people do. In modern times, governments and industry professionals have stepped up and taken responsibility for creating legislation that protects workers from various types of hazards. The field of study that has emerged out of the need to create safe and healthy work environments is called industrial hygiene. All employees should be aware of the hazards they face, as well as steps they can take to minimize the risk of injury and disease. All supervisors should be aware of the regulations they must follow to ensure workers' exposure to dangerous chemicals and hazards is below legal limits. It is the role of the Occupational Safety and Health Administration (OSHA) to educate both workers and their supervisors in the limits OSHA has set for exposure to various workplace hazards. This course gives a general introduction to the work of the industrial hygienists. It also explains the types of hazards that workers may face, the health effects of such hazards, and measures that are taken to limit exposure.
Introduction to OSHA	This introductory course outlines the history and mission of the Occupational Safety and Health Administration (OSHA) and why it is important to workers. It provides learners with a basic understanding of employee rights and employer responsibilities under OSHA and how to read OSHA standards. It also explains the OSHA inspection process and introduces learners to a variety of safety and health resources that they may find useful or necessary on the job.
Combustible Dust	Combustible dust is a hidden and insidious menace. Created during the normal course of production, combustible dust lurks in corners and crevices, within equipment and vents, on floors and other surfaces, and in the very air in which we work. A combustible dust explosion can cause immediate and catastrophic loss of life, injuries, and destruction of buildings and equipment. The ensuing fires, secondary explosions, flying debris, and collapsing structural components pose additional threats to both people and property.
Heat and Cold Exposure Management (HAZWOPER)	This course is intended for personnel who may be exposed to temperature extremes at hazardous waste sites. Heat-related illness is a major hazard, especially for workers wearing personal protective clothing. Cold-related injuries can cause loss of limbs or even death. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
Mold Awareness	Many businesses and organizations, including government-owned facilities, can experience mold at their facilities at some point in their business life. A mold is a fungi that germinates from spores in moist conditions on the surface of food, fabric, wood, paper, or insulation. Not everyone is at risk from exposure to molds but certain groups of individuals, including infants and the elderly, are particularly susceptible to mold-induced allergies or infections. Providing information on the hazards associated with mold is an important aspect of the health and safety requirements for businesses and organizations.
Fire and Explosion Hazards (HAZWOPER)	This course identifies procedures and precautions to help reduce the risks of fire and explosion from chemical reactions, ignition of explosive or flammable chemicals, ignition of materials due to oxygen enrichment, and sudden releases of materials under pressure. By learning how to protect yourself and others from fire and explosion hazards, you can help save time, resources, serious injuries, and loss of life. The content in this course is designed to comply with the intent of the applicable regulatory requirements.
TestPrep 220-1002 CompTIA A+	To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
Pre-retirement Planning for FERS	All federal employees should be aware that the federal government starts the retirement planning process immediately upon embarking on an individual in a permanent position. The government has passed legislation that each employee covered by the Federal Employees Retirement System (FERS) will be mandated to contribute into the Civil Service Retirement and Disability Fund (CSRDF), the Social Security Fund, and the Medicare Fund. Legislation was also passed to establish a savings and investment plan â€" the Thrift Savings Plan (TSP) â€" which is voluntary, in order for each employee to have a supplemental annuity in retirement. Although the government starts the planning process, each employee also needs to plan and prepare for retirement. It is a full career process, from the date of employment to the date of retirement. This course will provide federal employees with sufficient information to enable them to make informed decisions about retirement planning.
Artificial Intelligence: Types of Artificial Intelligence	Discover the various types of AI that are currently available, from simple to complex. Explore how AI is being used today, including agricultural, medical, military, financial, and governmental uses, and how it may impact our future. Theory of mind research, self-aware AI, artificial narrow intelligence, artificial general intelligence, and artificial super intelligence are also covered.
Build Apps Using React: Introducing React for Web Applications	Familiarize yourself with the React library for component-driven development and the basic principles involved in creating React applications. Explore the virtual DOM, as well as how to create a simple static HTML page, nest elements, use the Babel compiler, and work with JSX.
Build Apps Using React: Local Machine & Online Playgrounds	Explore the basics of working with React components, including rendering elements, smart rendering, and building simple and multiple components. Discover how to prototype React applications using online playgrounds, including CodePen, CodeSandBox, and Glitch.
Build Apps Using React: Props & State	Explore the basics of props and state, including similarities and differences. Discover how to work with props, use expressions, transfer props manually and using the spread operator. Examine dynamic types with props, default props, validating props, and accessing children using props. In addition, updating state, using event handlers with state, and accessing a component's previous state are covered.
Build Apps Using React: Working with Events	Examine the basics of events and event handling in React, including synthetic events, the React component lifecycle, DOM reconciliation, and preventing default event handling. Explore how to toggle state with a component, various component phases, performance optimization, and applying error boundaries.

Course	Description
Build Apps Using React: Advanced Features in React	Discover advanced React features such as lists and keys, including lists without keys, unique keys for lists, and correct key usage. Examine conditional rendering of components using conditional if, variables, and inline logical operators. Explore local state and its disadvantages, how to lift state up the component tree, and how to code reuse using composition.
JavaScript: Introduction	Explore the basic JavaScript concepts including concepts involved in the programming language, the features which distinguish it from other languages, and its applications.
JavaScript: Objects	Given JavaScript is an object-oriented language, objects are a crucial topic for any student. Explore topics ranging from object definitions to object methods and constructors while also touching upon what a class is in JavaScript.
JavaScript: Advanced Function Operations	Functions are first-class members of the JavaScript language and this means that they can be used in ways which are not possible in other programming languages. Explore the use of functions as arguments to other functions, as return values of functions and also how functions can be linked with specific objects when invoked.
JavaScript: Closures & Prototypes	This course covers the topic of closures - the bundle of a function along with its enclosing environment - and its implications on factors such as variable scopes and function references. It also examines the use of prototypes for the common properties of objects and how they can be used to implement inheritance
JavaScript: Working with the DOM & Events	Explore the different features available in JavaScript to manipulate elements of your web page using its DOM structure and to listen for an respond to events. Also examine how JavaScript can interact with the browser of the end user using the BOM.
JavaScript: Form Validation & Async Programming in JavaScript	Form validation is a common use case for JavaScript. Explore some of the basic steps involved in this process, including an overview of asynchronous programming and the use of Promises to handle such code.
Design Patterns in JavaScript: Getting Started	Explore the principles of good design and the three main categories of design patterns. Examine anti-patterns, including their uses and what to avoid while writing code. Discover how to install NodeJS and NPM for MacOS and Windows.
Design Patterns in JavaScript: Constructor, Factory, & Abstract Factory Creational	Explore the constructor, factory, and abstract factory creational patterns in JavaScript. Examine how to use constructors to create and initialize objects and how to use the factory and abstract factory to create different kinds of objects.
Design Patterns in JavaScript: Singleton, Prototype, & Builder Creational Patterns	Discover how to implement the Singleton, Prototype, and Builder patterns in JavaScript. Examine how the Singleton pattern is used for single object instantiation, how the Prototype pattern is used for cloning, and how the Builder pattern is used to construct complex objects.
Design Patterns in JavaScript: Module, Revealing Module, Façade, Decorator, & Mixin Structural Patterns	Discover how to implement common structural design patterns. Explore the Module and Revealing Module patterns, including how to implement private variables and functions with the Module pattern and best practices for using the Revealing Module pattern. Examine how to set up helpers for the Façade pattern, how to implement it, and how to use it for AJAX requests. Delve into the use of the Decorator pattern, including how to set up its functions and how to use it for dynamic customizations. Using the Mixin pattern in Underscore.js and for simulating multiple inheritance is also covered.
Design Patterns in JavaScript: Flyweight, Adapter, Composite, & Proxy Structural Patterns	Discover how to implement the Flyweight, Adapter, Composite, and Proxy patterns to model structure between the components in your system. Examine inefficient memory usage, sharing memory, and centralized event handling with the Flyweight pattern. Explore the possible burden on a client when the Adapter pattern isn't used and how to provide a consistent interface using an adapter. Using the Composite pattern in jQuery, and using the Proxy pattern to cache data and specify context are also covered.
Design Patterns in JavaScript: Observer & Iterator Behavioral Patterns	Discover how to implement the Observer pattern for communication and the Iterator pattern to work with collections. Examine how to set up publishers and subscribers and the role of the Observer pattern in event handling. Triggering custom events in jQuery, using the Observer pattern with custom events, iterating over elements in a collection, and using Iterators in jQuery is also covered.
Design Patterns in JavaScript: Mediator, State, & Command Behavioral Patterns	Explore the Mediator, State, and Command behavioral design patterns, including how to implement them for modeling communication between components. Discover how to perform valid state transitions, implement the State pattern in React, and execute and undo commands.
AWS Automated Testing: Environments & Services	Explore the use of AWS-based environments for automated testing, including AWS tools for development and testing, and best practices for using AWS to set up environments for automated testing. Discover how to use AWS Device Farm for automated testing of iOS, Android, and web applications, as well as how to work with AWS CodePipeline, AWS CodeBuild, AWS CodeDeploy, AWS CodeStar, AWS CloudFormation, and AWS OpsWorks to provision infrastructure and pipelines for automated testing.
API Management and DevOps	Explore application programming interfaces, including their typical lifecycle and the various types available. Examine API management benefits, tools and solutions, as well as the role of API management in DevOps and upcoming trends for API management from the perspective of AI and ML. In addition, discover how to maximize API usage, implement CI/CD pipelines for API management, and implement API management using Azure API Management, Apigee API Management, and AWS API Gateway.
Software Testing Cycle: Agile Testing	Explore Agile methodologies that can be used to adopt the Agile testing paradigm, as well as the benefits, challenges, best practices, and guidelines associated with Agile testing. Examine the lifecycle phases and the different levels of Agile testing, tools and products for setting up Agile testing workflows, approaches for tracking test progress, and product quality metrics for evaluating Agile test outcomes. Discover the role of Agile Testing Quadrants and the Whole Team Approach. How to write acceptance tests using the Cucumber BDD framework, work with Cucumber-JVM and Selenium WebDriver in Java to implement Agile testing, configure test management in Jira, and configure Agile project management using Scrum and Kanban methods with Jira are also covered.
Selenium: Using Selenium for Continuous Testing	Explore the concept of functional automation and the benefits and weakness of using Selenium for functional automation. Examine the architecture of Selenium, Selenium Test Suite components, the basic elements of Selenium test scripts, and the architectural components and features of WebDriver. Familiarize yourself with locating strategies for specifying locations of web elements and the steps involved in building maintainable Selenium frameworks. Discover how to install Selenium IDE, record test cases using Selenium IDE, export recorded test cases, execute Selenium test scripts on web browsers, work with Selenium locators, and use hard and soft assertions in Selenium. In addition, how to configure and integrate Selenium with Maven, Bamboo, and Jenkins to implement tests as a part of CI/CD pipelines is also covered.
BDD Testing with Cucumber	Explore the concept of Behaviour-Driven Development, the differences between BDD and TDD, the features and advantages provided by Cucumber, the overall sequence workflow and the testing stack of Cucumber along with the concept of Gherkin.
Automated Testing with Docker	Explore containerized testing, the benefits of using Docker for testing, the advantages and disadvantages of using Docker to set up architectures for automated testing, the features and prerequisites of test containers, and patterns used for running tests in Docker containers. Discover how to configure and integrate GitHub repositories with Docker, test automated builds on Docker Hub, configure continuous integration testing environments with Docker and Docker Compose, and integrate and use Docker test containers with reporting tools. How to implement performance testing with Docker containers, and deploy and integrate Selenium Grid with Docker to run Selenium scripts for testing is also covered.
End-to-End Automated Testing: End-to-End Testing Implementation	Explore the concept of end-to-end testing, including why it is needed, the processes involved, test case creation approaches, advantages and disadvantages, and how it differs from system testing. Discover how to implement unit testing with Test-Driven Development processes, automate browsers, automate testing using Selenium with Python, configure Cypress to test web components, and implement integration testing using JUnit, Spring, and JavaScript.
HP UFT: Functional Test Automation	Explore functional testing, including its objectives, features, and disadvantages. Examine the types of tests supported by UFT, the role of Object Repository, and the differences between Local and Shared Object Repository. Discover how to record test steps, set and use test checkpoints, use Regular Expressions in UFT, and declare transactions in UFT.
Building & Implementing Test Automation Frameworks	Explore test automation frameworks, including parameters for designing and developing them, prominent options, how to choose the right framework, frameworks that can be implemented with Selenium WebDriver, and best practices for building frameworks for testing in Agile and DevOps. Discover how to build Data Driven Frameworks using Selenium and TestNG, implement Keyword Driven Frameworks using Selenium WebDriver, build Hybrid Automation Frameworks using a collection of two or more frameworks, set up Jenkins to implement continuous integration tests, automate non-web user interfaces in Selenium WebDriver, and use Docker and Selenium to build containerized test automation environments.
Module-based Testing: Automated Testing with Model-based Testing	Explore the concept, benefits, and challenges of model-based testing and the different types of model-based testing frameworks. We'll examine techniques for quality assurance, tools for model-based testing, and approaches of deploying model-based testing. We will also discover how to configure ModelJUint in development environments to create models, mock implementations, write FSM or EFSM models as Java classes, write and execute model-based testing, install and configure MoMuT to generate test cases, and configure the OSMO MBT Tool to generate and execute test cases using test models. Finally, explore how to implement model-based testing using GraphWalker and Selenium.
Test Framework Modification	Explore the generations of automated test frameworks, test framework design considerations, best practises, the benefits and risks associated with modifying test frameworks, and recommended techniques for refactoring code in test automation frameworks. Discover how to modify the Selenium framework using Selenium Core, modify Selenium to implement PageObject patterns, modify the report generation mechanism of testing frameworks, modify the methods of the Chai framework, use Jasmine to implement a Behaviour-driven Development framework, and execute WebDriverIO in standalone mode.
Automation Testing for Python	Explore the prominent frameworks for testing Python-based applications, how to implement unit tests using Pytest and PyCharm, and also parameterize tests using Pytest. We will also learn to configure and execute Python tests using the Robot Framework, build and test APIs using Flask and Postman, configure and implement BDD tests with Behave, and automate testing web components with Selenium and Python.
TestComplete: Test Automation with TestComplete	Explore the concept of automation testing, including the process, benefits, and tools. Examine the features and types of testing supported by TestComplete, the concept and uses of name mapping, data-driven testing, and the different types of data storage and the common data tasks supported by TestComplete. Discover how to use the features provided in the TestComplete IDE, create projects, record test cases for functional testing, and test web applications with the use of test suites in TestComplete.
Kubernetes & Automation Testing	Explore the design principles, architecture, and essential components of Kubernetes, as well as how Kubernetes helps implement end-to-end software testing. Examine testing types that can be automated with Kubernetes, when and when not to use Kubernetes for automation testing, and the advantages and disadvantages of implementing test automation using Selenium Grid and Kubernetes. Discover how to run and deploy three-tier web applications using Kubernetes, scale applications by increasing replica counts, create single-zone clusters and volume resources within clusters, and run Docker application container images using GKE. How to set up test environments using Selenium Grid, Docker, and Kubernetes, build test container images, use Selenium WebDriver to implement end-to-end browser-related tests, and deploy test containers in Kubernetes clusters and publish test results are also covered.
API Test Automation with SoapUI	Explore the features provided by SoapUI, the differences between SoapUI and SoapUI NG Pro, the concept of assertion, and the concept of test automation in continuous integration. We will also explore how to configure SoapUI to test REST-based web services, create test suites and test cases using SoapUI to test APIs, create test suites in SoapUI projects and add assertions in the test suites, use Groovy Scripts and different types of operators in SoapUI, integrate SoapUI Pro functional and security tests into the CI/CD process, and test web service integration with SoapUI in Jenkins.
Role of Testing in Managing Clean Code	Explore approaches of identifying bad code, how to design applications using clean coding principles, and best practices for coding artifacts that meet clean coding standards. Discover how to handle errors with clean code, principles for writing clean code, and testing strategies for maintaining clean code. Examine rules for implementing clean tests, clean coding in JavaScript, and test-driven development principles.
Test Driven Development: Implementing TDD	Explore the differences between the Software Development Life Cycle and the Software Testing Life Cycle. Examine Test Driven Development and Agile Model Driven Development, including advantages, usage scenarios, and the differences between them. Discover how to implement TDD in data science workflows, drawbacks of TDD, and replacement methodologies. In addition, how to refactor code, implement TDD using Java and the Jest Testing Framework, implement best practices for BDD, implement TDD unit testing with Python, apply the TDD process in microservices, and configure the Cucumber framework for TDD is also covered.
Implementing Unit Testing Best Practices	Explore prominent unit testing patterns, the differences between good and bad unit tests, code-driven unit testing frameworks, and the need for Test Double and its categories. Discover how to implement the AAA unit testing pattern, configure and use the Mockito API to implement unit tests, and configure and write JUnit tests to test RESTful APIs. In addition, unit testing web services, writing unit tests to test data access objects, and implementing automated testing using JUnit, TestNG, Mocha, Chai, SOAP UI, and Selenium are covered.
CCNA 2020: Networking Components	Familiarize yourself with the knowledge and skills required for various IT careers, as well as a high-level overview of the CCNA exam topics. Examine hardware and software you should be able to identify as a CCNA professional, as well as where these components are used and how they are connected. In addition, discover the roles, functions, and importance of routers and switches in a conventional networking infrastructure. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Networking Components - NGFW, NGIPS, & Cisco DNA Center	Explore NGFW and NGIPS security devices, including how they differ from traditional firewalls and IPS devices and why they are needed in today's networking environment. Examine the purpose of Cisco DNA Center, its interface, and how it is used to work with network programmability. The goal of intent-based networking management is also covered. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Network Topology Architectures	Explore network topology architectures, including where to use them and their components. In addition, examine data center topology architectures, including traditional and spine-leaf, and the differences between them. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Networking Protocols	Explore networking protocols and the differences between TCP and UDP. Discover the differences in TCP and UDP header components, how TCP and UDP work across the network, and which upper level protocols use TCP and UDP. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: IP Addressing Basics & Configuration	Familiarize yourself with the basics of IP addressing and the hardware and software components a CCNA professional should be able to identify. Examine where components are used and how they are connected for networking. In addition, discover how to configure IPv4 addresses on physical and logical interfaces and verify the configuration. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Spanning Tree Protocol	Explore Spanning Tree Protocol, including why it is needed and how to configure it and verify configuration. Discover how to diagram the logic of STP, different types of STP, and how to configure Rapid PVST+ on Cisco switches. In addition, examine reasons for using PortFast and BPDU Guard and why they shouldn't be used on trunks. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Dynamic Routing	Explore the concept of dynamic routing, including protocol types, metrics, and how routers learn routes. Examine OSPF concepts such as conditions for becoming OSPF neighbors, how OSPF works, and how to configure and verify it. In addition, discover how to configure FHRPs and why you would use them, and configure VRRP and GLBP. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Configuring & Verifying NAT	Explore networking services a CCNA professional should be aware of. Examine the use of NAT with IPv4, configure static NAT, and the drawbacks of using static NAT. Discover how to configure dynamic NAT and Port Address Translation, and how to verify the working configuration. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.

Course	Description
CCNA 2020: NTP, DNS, & DHCP	Discover how to configure NTP, as well why its needed and how it is used for network device synchronization. Explore DNS and how to configure a Cisco router to work as a DNS server. Examine how DHCP manage and distributes IP information and how to configure a DHCP server and relay. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: SNMP, Syslog, & PHB for QoS	Explore SNMP, including why you need to know about it and how to configure it. Examine the different versions and how to configure version 2c and 3 to make a router send SNMP information to the SNMP server. Delve into Syslog, including how actions are logged on Cisco devices, where logs are stored, and how to understand the log messages. In addition, discover the need for QoS and what per-hop behaviors do. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Configuring SSH, FTP, & TFTP	Discover how to configure IP services such as SSH, FTP, and TFTP. Explore the importance of enabling remote access using SSH instead of Telnet, elements required to ensure remove access to devices is secured, how to verify secured access, and use FTP and TFTP to back up the IOS image. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: IT Security Concepts	Explore the security concepts and terminology a CCNA professional should be familiar with. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: AAA Security & VPN Types	Explore Cisco's new model security, AAA security. Discover the differences between authentication, authorization, and accounting, and how to configure a router to use a RADIUS server and verify the configuration. Examine VPN types, including remote access VPNs and site-to-site VPNs, and when to use them. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Configuring & Verifying ACLs	Explore the use of ACLs on Cisco devices and how to configure and verify standard, extended, and named ACLs. In addition, examine the differences between named and numbered ACLs. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Configuring Port Security, DHCP Snooping, & DAI	Explore the importance of port security and the steps and options required to configure static and sticky port security. Discover how to configure DHCP snooping and Dynamic ARP Inspection and why they are used and configured on switches. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Automation, Network Programmability, & SDN Architectures	Explore the concepts of automation and programmability domain objectives. Delve into network programmability, why it's needed, and why you should know about it. Examine the SDN Architecture and its terminology, as well as the difference between data and control planes. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: APIs & Cisco DNA Center	Examine the concept of APIs, including REST-based APIs, data encoding, and authentication methods. Explore the differences between traditional campus device management and Cisco DNA Center device management, and the benefits and uses of Cisco DNA Center. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Configuration Management & JSON Encoded Data	Examine the need for configuration management, as well as some of the configuration management utilities available. Explore the basics of data formats, including the structure of JSON encoded data and why it's used in networking programmability. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
AWS Professional Solutions Architect 2020: AWS Management	GUI and command line tools can be used to manage AWS resources. Explore resource tagging, resource deployments using templates, and CLI and PowerShell management. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: S3 Management	Cloud storage is provided by S3 buckets. Discover how to enable versioning, static web site hosting, bucket replication, encryption, and lifecycle management. Explore the benefits of configuring EFS and EBS. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: S3 Security	Discover S3 security options such as bucket encryption, access policies, and locking. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: VPC Management & Peering	Explore the concept of VPCs and how to align them with business needs. Discover how to create VPCs and elastic IP addresses and how to enable VPC peering. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Name Resolution Solutions	Explore services offered through Amazon Route 53. Discover how to configure AWS name resolution options, including through the use of hosted zones and DNS record routing policies. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: EC2 Instance Deployment	Discover how to deploy EC2 instances using GUI and command line tools. Examine instance types that meet workload requirements and how to work with instance launch scripts. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: IAM Users & Groups	Explore the creation and management of AWS IAM users and groups. Examine how to manage users and groups with the GUI, CLI, and PowerShell, as well as how to configure the AWS user password policy and perform user sign-in. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: IAM Configurations	Discover how IAM roles and policies can provide AWS resource access and how to use the IAM policy simulator. Examine how MFA enhances user sign-in security, how directory services can be used for user authentication and authorization, and how Amazon Cognito is used for access control. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Cryptography & PKI	Explore how cryptography and PKI provide security and how to enable EBS volume encryption. Discover how to secure AWS resources using PKI certificates through AWS Certificate Manager, as well as how to use AWS key management service. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: AWS & Data Protection	Explore how AWS provides data privacy in accordance with industry security standards and regulations. Examine AWS data discovery and classification, firewall solutions, and the Security Hub service. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
MS-300: Manage and Monitor SharePoint Online	Discover how to manage SharePoint Online using user profiles, storage limits, and Search Center settings. Explore how to monitor SharePoint Online messages, events, and storage metrics. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300: Deploying Microsoft 365 Teamwork: OneDrive for Business	Explore management and configuration options for OneDrive for Business. Discover how to use the OneDrive admin center to configure storage, device access, and notification settings. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300 - Deploying Microsoft 365 Teamwork: OneDrive Users & Groups	Explore how to manage users and groups in OneDrive using the SharePoint admin center. Discover how to manage audiences, assign default storage space, and configure storage limits. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300 - Deploying Microsoft 365 Teamwork: Sharing & Security	Discover how to manage and secure SharePoint Online and OneDrive for Business using data encryption and auditing features. In addition, explore sharing activities and group policy configurations related to sync security. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300 - Deploying Microsoft 365 Teamwork: Monitoring OneDrive	Discover how to troubleshoot and resolve OneDrive issues, monitor OneDrive service health, and interpret OneDrive usage reports. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300: Deploying Microsoft 365 Teamwork: Teams Settings	Discover how to plan and configure Teams settings using the Teams admin center. Explore e-mail integration options, custom cloud storage services, and Teams templates. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300: Deploying Microsoft 365 Teamwork: Identity and Authentication for	Explore Microsoft Teams authentication configurations and identity models such as cloud identity, synchronized identity, and federated identity. Also, discover multi-factor authentication configurations, modern authentication solutions, and the benefits of configuring guest access while preparing for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS-300: Deploying Microsoft 365 Teamwork: Managing & Monitoring the Teams Environment & Service	Explore how to manage a Teams environment by deploying client apps and monitoring audit log events. Discover how to research, troubleshoot, and resolve Teams service issues, monitor service health issues, and monitor usage. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS300 - Deploying Microsoft 365 Teamwork: Integrate Microsoft 365	Discover solutions used to configure and manage Microsoft 365 workload integrations. Explore Office 365 connectors, Office apps, Office 365 Groups, as well as user license and quota management for Flow and PowerApps. Finally, examine identity and device access policies. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS300 - Deploying Microsoft 365 Teamwork: Yammer	Yammer is a social networking service designed for enterprise communication. Explore Yammer features such conversations and feeds, as well as integration options for Office 365 and SharePoint. Also, discover how to create and manage groups in Yammer while preparing for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS300 - Deploying Microsoft 365 Teamwork: Stream Capabilities	Explore the capabilities of Microsoft's Enterprise Video service Stream. Discover how to configure Stream channels, manage live events, and manage company-wide channel creation. In addition, examine how to view, share, and embed Stream in services such as Teams, SharePoint Online, and Yammer. This course can be used in preparation for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
MS300 - Deploying Microsoft 365 Teamwork: Microsoft 365 and External	Discover how to integrate Microsoft 365 workloads with external data and systems, identify data access requirements, and manage tenant settings for Power BI. Also, explore how to monitor workload usage and usage patterns, as well as license usage while preparing for the MS-300 Deploying Microsoft 365 Teamwork certification exam.
Promoting DevOps Discipline: DevOps Practices for the Enterprise	Explore the common application management roadblocks and the solutions provided by adopting DevOps practices and principles. Examine the concept of Disciplined DevOps and its workflow, critical change management elements for achieving better outcomes with the right cultural shift, prominent deployment strategies, and tools and platforms that are used to set up DevOps deployment environments. Discover how to use DevOps to bring people, process and technology together for digital transformation and how to set up deployment environments and release management solutions using Atlassian tools and cloud containers.
Enterprise DevOps with Docker	Explore the Docker containerization strategy, how to build modern applications by implementing containerization using Docker, applying the Docker Maturity Model to help scale application maturity, and general guidelines and recommendations for implementing containerization. Examine the architecture of Docker Enterprise and the roles of essential Docker Enterprise components. Familiarize yourself with key products and services of Docker Enterprise Edition and their associated features, how to secure Docker Enterprise by adopting security best practices, the benefits of audit logs, and log levels that can be configured using Docker Enterprise to capture security-relevant activities.
DevOps Continuous Feedback: Loop Tools	Explore the DevOps metrics that can be used to evaluate successful DevOps implementation. Discover how to work with Datadog, set up agents to collect metrics and events, and integrate issue tracking tools with Datadog. Examine Grafana tools and how to install Grafana and add CloudWatch as a data source to build dashboards. In addition, cover how to set up and work with New Relic to securely retrieve monitoring data from AWS accounts, monitor the performance of Node.js applications, define alert policies for incident management, and install and configure Trac to build wiki and issue tracking systems.
Scaling DevOps: Pipelines at Scale	Explore considerations for adopting DevOps in scaling environments, key principles for designing scalable or scaling DevOps architectures, and potential challenges in implementing scaling DevOps architectures. Examine elements and tools that can be used to build optimized DevOps pipelines to manage DevOps infrastructure at scale and how to scale DevOps with loosely coupled architectures. Discover how to building architecture to set up DevOps pipelines at scale, key components for designing robust DevOps pipelines, and the DevOps patterns for scaling web applications in the cloud. In addition, how to set up continuous build and continuous integration to manage DevOps architecture at scale is covered.
Scaling DevOps: Infrastructure at Scale	Examine the concept of Infrastructure as Code, including prominent tools that can be used to implement it. Explore how to evolve provisioning practices for DevOps workflows, alerting tools for scaling DevOps architectures, planning and implementing application whitelisting, and the standard approach for setting up teams to manage projects at scale by adopting Agile and DevOps standards. Discover how to install and configure OpenShift container platform to manage IT infrastructure, use Sentry to monitor errors, use JaCoCo and SonarQube to implement code coverage, install Sonatype to manage code and infrastructure artifacts, use git-secret to manage secure commits in a repository, and manage Docker images locally and remotely on a container registry.
Business Strategy: Managing Organizational Value	Discover how to align organizational activities with a strategic goal of adding value to the customer through value-based management. Explore the key value drivers and the role of the Value Manager and Value Management Office. Examine the differences between value analysis and value engineering, as well as performance-based earned value and how it compares to traditional earned value management. Ethical leadership and the value of multicultural teams is also covered.
Intelligent Orchestration: Automating Security Incident Processing	Discover the importance of automating the responses to security incidents. Examine how SIEM and SOAR are related, as well as how automation and orchestration differ. The role of playbooks and machine learning in security is also covered.
Security Software Assessments: Security Software Assessments	Discover techniques used to perform software security assessments and testing, including components of a security assessment, test strategy approaches, security control and software testing, and the security management process. Explore common software vulnerabilities and methods used to detect them, secure coding techniques, and steps and techniques for analyzing risk. Secure software testing, vulnerabilities, and microservices are also covered.
Advanced Lean, Agile, & Scrum Concepts	Examine how to work with distributed Scrum teams and scale to larger Scrum projects. Discover how to transition a distributed team to use Scrum and best practices for distributed teams. Examine the differences between distributed Waterfall teams and distributed Agile teams and how to use the Agile/Waterfall Hybrid process.
Scaling Scrum: Choosing Scaled Agile Frameworks	Explore scaled Agile frameworks, the differences between them, and their organizational fit. Examine the organizational implication of scaled Agile frameworks, techniques for choosing one, and how to customize them. In addition, future potential and newer Agile concepts are covered.
Scaling Scrum: Challenges	Explore the challenges organizations may face when transitioning to and scaling Scrum, including resistance to change, working with distributed teams, team member turnover, too many team meetings, and integrating testing. Discover how to customize the Scrum process to fit the needs of both the organization and the project and examine organizations and industries that have successfully scaled the Scrum process.
Scrum: Product Backlog	Explore concepts associated with the Scrum Product Owner and the need for the Scrum Product Backlog. Examine the difference between product outcome and output and how to recognize and measure value. Discover various Product Backlog ordering techniques such as Kano Attributes, MoSCow, and the Pareto rule.
Scrum Product: Defining the Why & How of the Product	Why develop a product? What is involved? How is a product defined in Scrum? Explore the why and how of Scrum product development, including how to identify the product's purpose, how to develop a product strategy and design plan, and how to incorporate user stories and customer research into the Scrum product strategy.
Scrum: Creating Effective Product Backlogs	In Scrum, the product backlog is used to collect user stories and guide sprint planning. Explore effective product backlogs, including how to create them, who's responsible for the backlog, common categories used in product backlogs, and best practices for creating backlogs. Discover how to fine-tune and communicate product backlogs and different approaches for refining backlogs. Finally, examine release planning and strategies for incremental delivery.
Product Development Practices	There are well-established practices associated with product development that Scrum Product Owners should be familiar with in order to facilitate the development of successful products. Explore Test-Driven Development and how to perform TDD tests and refactoring. Discover how continuous integration, along with continuous delivery and continuous deployment, impact Scrum development. Examine steps for becoming a better Product Owner, how to collaborate with the Scrum Master, best practices for collaborating with a Scrum team, and case studies from requirements to product.

Course	Description
Applying Scrum Development Practices	Discover, through the use of a real-world scenario, how to apply Scrum development practices to better manage product development and improve team performance. How to improve product quality and the effectiveness and usefulness of Scrum meetings is explored as well.
Pen Testing: Advanced Pen Testing Techniques	Explore advanced penetration testing tools and techniques used to find vulnerabilities, sniff network traffic, deal with cryptography, and crack passwords. Discover the benefits of using the Python programming language to build scripts and deliver tools, and examine common techniques used to find weaknesses in both Linux and Windows-based systems.
Ethical Hacker: Risk Assessment	Ultimately, ethical hacking is about testing the risk level an organization has. In order to perform effective, professional ethical hacking, a knowledge of risk is essential. Explore risk assessment concepts, including risk calculations, responses, and models. Discover how to use the Common Vulnerability Scoring System and how to apply risk management concepts and evaluate risk in accordance with common standards.
Ethical Hacker: Incident Response	Ethical hacking is a means to avoid incidents and to discover them before they are realized. Often, ethical hacking is part of the response to an incident, so an understanding of incident handling is important for the ethical hacker. Explore the foundational concepts of incident response, including incident classification, recovery and remediation, and after action review.
Ethical Hacker: Security Standards	Ethical hacking is not just random hacking attempts. It is a systematic testing of the target's security. For that reason, an understanding of security standards and formal testing methodologies is critical. Examine key security standards including penetration testing standards.
Ethical Hacker: Secure Technology & Applications	Security devices and software are the technical aspect of security. An ethical hacker must be familiar with security technology in order to effectively conduct tests of the target organization's network. Explore security device and software concepts, firewall types and usage, SIEM systems, IDS/IPS, antivirus strategies, Windows Firewall, and how to implement Snort.
Ethical Hacker: Scanning	One of the early stages in ethical hacking is reconnaissance of the target. Explore various scanning tools and techniques used in ethical hacking, including NMAP, OWASP ZAP, Vega, Shodan, and specialized Google searches.
Ethical Hacker: Hacking Techniques	Ultimately, ethical hacking is about hacking, so the ethical hacker must have some hands-on hacking skills. Explore fundamental hacking techniques, including SQL injection, cross-site scripting, malware, using viruses, DoS attacks, steganography, using Metasploit, and Windows hacking.
Preemptive Troubleshooting: Concepts & Strategies	Explore preemptive troubleshooting concepts and strategies and how they apply to cybersecurity. Discover tools to help assist in troubleshooting, such as indicators and threat hunting. Dive into scenarios a SOC would typically engage in when troubleshooting network issues and system compromise. Examine best practices, including spotting weak passwords or hardware and software vulnerabilities, and security policies and procedures to keep systems secure.
Physical Penetration Testing	Discover the importance of physical penetration testing and the steps for performing a physical penetration test. Examine lock picking techniques and the benefits of dumpster diving. Finally, explore how to protect sensitive data, penetration testing tools and techniques, and the different types of penetration tests.
Security Best Practices: Network Appliance Security	Explore security best practices, top security risks, the importance of securing network appliances, and how to secure them. Examine risks and best practices for transitioning to the cloud, traditional infrastructure deficiencies, and how to deal with de-perimeterization problems. Various security architecture models, including the Zero Trust Architecture, are also covered.
SecOps Engineer: System Infrastructure Security	Explore SecOps engineering concepts, including why you should harden your infrastructure and operating systems to mitigate threats. Discover how to analyze Windows 10 issues, use security devices, and implement intrusion detection and prevention systems. In addition, Windows Server hardening, proper firewall placement, and using and deploying honeypots effectively is covered.
SecOps Engineer: Security Engineering	Explore cybersecurity engineering concepts, including security modeling techniques and the Security Modeling Language. Discover how to analyze and use security metrics, analyze failures, integrate systems engineering into cybersecurity operations, and apply security requirements engineering techniques.
SecOps Engineer: Cloud & IoT security	Explore cloud and IoT security concepts, including common threats. Examine cloud architecture, types, and uses, as well as how to apply cloud security methods and techniques. Discover how to implement IoT security for a wide range of IoT devices.
SecOps Engineer: Threat Mitigation	Discover how to recognize and analyze common threats, such as malware, denial of service, social engineering, phishing, and insecure protocols. Examine how to integrate your analysis into mitigating these types threats and how to effectively use cyberthreat intelligence resources.
Wi-Fi Penetration Testing	Discover how to recognize the vulnerabilities in wireless networks. Examine the tests used to determine if specific vulnerabilities can be exploited in a wireless network and how test results can be used to enhance your company's security policy.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Secure Coding	Examine the differences between declarative and programmatic security, as well as some defensive coding practices. Explore secure coding controls such as configuration, error handling, and session management. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Harassment Prevention for Delaware Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under Delaware law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for Delaware Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under Delaware law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
Harassment Prevention for Maine Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under Maine law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for Maine Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under Maine law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
Harassment Prevention for US Employees â€" Office 2	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course addresses federal anti-discrimination and anti-harassment law. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for US Managers â€" Office 2	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course addresses federal anti-discrimination and anti-harassment law. Additional customization may be required in order to fully address any relevant state requirements.
Harassment Prevention for Illinois Employees â€" Restaurant/Bar	Discrimination and harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. This course is designed specifically to address the training requirements under Illinois law, and includes coverage of federal anti-discrimination and anti-harassment law as well. In addition to providing an overview of the types of behaviors that can give rise to discrimination and harassment -- including sexual harassment -- this course will discuss the benefits of and strategies for promoting a respectful work environment.
Harassment Prevention for Illinois Managers â€" Restaurant/Bar	Harassment and discrimination can have a devastating impact on an organization's work environment and enormous personal consequences to those involved. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace harassment and discrimination, including sexual harassment. This course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of discrimination and workplace harassment. This course is designed specifically to address the training requirements under Illinois law, and includes coverage of federal anti-discrimination and anti-harassment law as well. Additional customization may be required in order to fully address all relevant state requirements.
COMPLIANCE IMPACT: Respectful Workplace â€" Reuben's Story	As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This Compliance Impact dramatizes ways in which disrespect can occur in the workplace.
COMPLIANCE IMPACT: Antitrust â€" Rigging the Bid	Antitrust and competition laws have a broader scope than you might realize. They apply not only to corporate-level mergers and acquisitions, but also to proposals you might be drafting or bids you're submitting. This Compliance Impact demonstrates the importance of being aware of antitrust guidelines when engaging with competitors.
COMPLIANCE IMPACT: Information Security â€" The Break-In	Given the global nature of commerce and the volume of electronic information routinely exchanged every day, data security has never been a more critical business issue. This Compliance Impact dramatizes how a simple act of carelessness can cause a serious data breach.
COMPLIANCE IMPACT: Insider Dealing â€" The Tipping Point	Illegal insider dealing can have serious consequences for individuals and companies, so it's important to understand what it is and how to avoid it. This Compliance Impact experience follows characters who compromise themselves and their organizations through illegal insider dealing.
COMPLIANCE IMPACT: Conflict of Interest â€" Just Helping a Friend	A conflict of interest is a problem of divided loyalties or conflicting obligations â€" for instance, your interests and those of your organization. Being aware of the potential for conflicts of interest in your workplace and knowing how to respond appropriately if they arise can help you avoid any negative consequences. This Compliance Impact follows an employee as she enters into a conflict of interest situation.
COMPLIANCE IMPACT: Reasonable Accommodation â€" The Ask	In an increasingly diverse workplace, managers must operate with sensitivity in handling accommodations for disabilities, religious practices, and medical leave. This Compliance Impact shows the types of situations that can trigger legally mandated accommodation and explains how to respond appropriately.
COMPLIANCE IMPACT: Using the Internet â€" Beware the Share	While the Internet has transformed how we share information, there are potential risks associated with using it in the workplace. You need to protect your own and your company's best interests when using Internet technologies. This Compliance Impact dramatizes some situations where employees' use of the Internet poses a threat to their companies.
COMPLIANCE IMPACT: Business Ethics â€" Adjusting the Figures	Ethics has a foundational role to play in today's corporate culture. Being able to respond appropriately to situations that present ethical risks will help you contribute to a positive business environment. This Compliance Impact demonstrates how employees' unethical actions can result in severe and negative consequences.
COMPLIANCE IMPACT: Workplace Violence â€" The Warning Signs	According to the Bureau of Labor Statistics, in the US, 17% of the 4,609 work-related deaths in 2011 were attributable to violence, of which 458 instances were homicides. Workplace violence includes a range of acts such as assault, bullying, and harassment. Understanding more about workplace violence and how to react when it occurs can help make the workplace safer for you and your coworkers. This Compliance Impact dramatizes an incident of workplace violence and explores how to prevent and respond to violent crises.
COMPLIANCE IMPACT: Bribery â€" The Shipment	Bribery is any attempt or action to give, pay, or promise something of value with the intent to influence a business decision or gain a commercial advantage. This Compliance Impact experience dramatizes a situation where people behave inappropriately to expedite delivery of a shipment that's been held up in customs.
COMPLIANCE IMPACT: Antitrust â€" Trade Association Meeting	At trade association meetings, competitors exchange important information and collaborate in a way that benefits industries and consumers. But what happens when an exchange strays from permitted business talk to a potential violation of antitrust law? In this Compliance Impact, an employee must respond to a competitor who brings up a risky topic during a trade association meeting.
COMPLIANCE IMPACT: Bribery â€" The High Commission Red Flag	Bribery violations can be a risk for any company, especially those that operate on a large global scale. Knowing the warning signs for bribery is the first step in helping to prevent that risk from becoming a reality. In this Compliance Impact, an employee considers what action to take when a trusted agent's request raises a red flag for bribery.
COMPLIANCE IMPACT: Insider Dealing - The Memo	Employees who possess confidential information about their company are responsible for safeguarding that information. This obligation extends to the use of certain confidential, or "inside," information in making a decision to trade or not to trade securities, which is prohibited by law. This Compliance Impact explores one such opportunity faced by an employee who must decide what to do with confidential information he inadvertently discovers.
COMPLIANCE IMPACT: Respectful Workplace â€" One Bad Apple	All employees deserve to be treated with respect and dignity. To offend, embarrass, or in any way mistreat those you work with is unacceptable. This Compliance Impact shows how just one employee can make the workplace unpleasant for all.
COMPLIANCE IMPACT: Reporting Misconduct â€" Trust Your Instincts	Misconduct and ethical violations can lead to extremely negative consequences for a company and its employees. Yet, fear of retaliation often prevents employees from reporting misconduct. This Compliance Impact dramatizes a situation where an employee struggles with whether to report the misconduct of a senior executive.
COMPLIANCE IMPACT: Political Activities â€" Keep It Personal	Everyone has the right to participate in politics. But employees should not use their company's time or resources to do so, and should use care to avoid representing the company or its views when engaging in personal political activities. This Compliance Impact explores a situation where an employee blurs the boundary between her own political views and those of her company.
COMPLIANCE IMPACT: Respectful Workplace â€" The Bully	Bullying is a pattern of mistreatment that can inflict serious damage on victims. It can also be costly to companies who don't take steps to prevent and respond to it. Bullying can take a variety of forms, including verbal abuse, humiliation, and conduct that's threatening or intimidating. This Compliance Impact explores a situation where an employee comes to recognize that a coworker is being bullied.
COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock	When hourly employees are off the clock, they shouldn't be asked to perform any work duties they aren't being compensated for. Even when time is tight and a task needs to be completed, off the clock means off the clock.
COMPLIANCE EXPERT: Harassment and Retaliation for Managers	Retaliation can be damaging to an organization. As a manager, you are positioned to confront and eliminate retaliation in defense of your employees. In this Compliance Expert Impact, Wendy Fischman discusses the role of managers in preventing and addressing retaliation.
COMPLIANCE EXPERT: Harassment - A Case Study for Managers	Harassment in the workplace isn't always cut and dry. In some instances, it isn't clear whether the victim's perceptions are accurate or the perpetrator's actions intentionally offensive. In this Compliance Expert Impact, Catherine Guttman-McCabe explores a scenario of potential harassment and the actions taken by an involved manager.

COMPLIANCE EXPERT: IT Security - Phishing	Phishing is a fraudulent attempt to access personal financial account information or a corporate network. In this Compliance Expert Impact, Bill Baker explores common forms of phishing attempts.
COMPLIANCE EXPERT: IT Security - Safeguarding Mobile Devices	Mobile devices are a significant risk to an organization's network security. In this Compliance Expert Impact, Bill Baker explores steps companies can take to better insulate their networks from mobile intrusion.
COMPLIANCE EXPERT: Diversity - Its Value in the Workplace	Diversity has a direct impact on corporate success. In this Compliance Expert Impact, Catherine Guttman-McCabe explores the value of diversity in the workplace.
COMPLIANCE EXPERT: Diversity - Overcoming Barriers	Barriers to diversity can exist at every level in an organization. In this Compliance Expert Impact, Catherine Guttman-McCabe explores where employers must take steps to remove barriers and promote diversity.
COMPLIANCE EXPERT: Import Compliance - Country of Origin	Knowing where a product is produced or assembled is important for determining tariffs and other restrictions for import. In this Compliance Expert Impact, Roger Banks explores country of origin.
COMPLIANCE EXPERT: Import Compliance - Product Classification	Product classification isn't always cut and dry. In this Compliance Expert Impact, Roger Banks explores how classification can pose a real challenge for importers.
COMPLIANCE EXPERT: Diversity - Ensuring a Diverse Applicant Pool	Diversity carries many benefits to an organization, but attracting a diverse applicant pool isn't always simply a matter of advertising open positions. In this Compliance Expert Impact, Catherine Guttman-McCabe explains steps an organization can take to help ensure a diverse applicant pool.
COMPLIANCE EXPERT: Bullying - Not in the Workplace	The Workplace Bullying Institute defines Bullying as repeated health-harming mistreatment of an employee. In this Compliance Expert Impact, Catherine Guttman-McCabe explains bullying in the workplace and how it can impact an organization.
COMPLIANCE EXPERT: Bullying - The Manager's Role	The Workplace Bullying Institute defines Bullying as repeated health-harming mistreatment of an employee. In this Compliance Expert Impact, Wendy Fischman explores the role of managers in preventing bullying and abusive conduct in the workplace.
COMPLIANCE IMPACT: Harassment -- Danielle's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Myah's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Rachanee's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Ronnel's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Rusty's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Sam's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Sarah's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- Sophia's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
COMPLIANCE IMPACT: Harassment -- A Legacy of Hurt	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This montage of excerpts from interviews with people who have experienced sexual harassment in their workplaces, illustrates how workplace harassment or discrimination affects its victims and leaves a lasting imprint.
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	Skillsoft Mentors are available to help students with their studies for the Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring Agile Tester Foundation Extension	Skillsoft Mentors are available to help students with their studies for the Agile Tester Foundation Extension exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Mentoring PRINCE2 Foundation 2017	Skillsoft Mentors are available to help students with their studies for the PRINCE2 Foundation 2017 exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.
Contractor Safety	Contractors are hired to perform services on worksites where a variety of hazards may be present. The hiring company shares some of the responsibility for the safety of the contractor. Often, jobs require contractors to work alongside the hiring company, and the safety of each impacts the other. Understanding contractor safety and acknowledging the benefit for both parties is important in providing a safe and healthful workplace. In this course, you will learn about different classifications of employers and their responsibilities to ensure a safe worksite.
CCNA 2020: Layer 1 Interfaces & Cabling	Explore the basics of building networking pathways, the different physical interfaces and cabling used in networking for connecting devices together, and the basic logical topology created by components. Delve into the fiber-optic, copper, and Ethernet cabling and when to use them, and examine the concept of Power Over Ethernet. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
Hazards to Outdoor Workers	Not every job takes place in a comfortable climate-controlled office. For many people, working in the outdoors is a large part of their work. From agriculture to forestry to ecology to construction, outdoor work plays a major role in the nation's economy. The Occupational Safety and Health Administration, or OSHA, requires that employees be trained to recognize and avoid workplace hazards, including those that occur outdoors.
Planning Measures: Incident Response Planning	Explore the process of recovering from security related incidents such as malware, data leakage, or stolen equipment. Examine how to develop plans, policies, and procedures and how to form a team with well defined roles to execute these plans. Finally, examine how all these components are coordinated in practice when an incident event occurs.
AWS Professional Solutions Architect 2020: Database Solutions	Explore when AWS SQL vs. NoSQL solutions should be used and database configuration settings including multi-AZ deployments. Discover how to configure Amazon Aurora, MySQL, MariaDB, PostgreSQL, Microsoft SQL Server, and Oracle in AWS. Examine Amazon Redshift deployment and querying, as well as DocumentDB and DynamoDB deployment. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Account & Centralized Management	Discover how to centrally inventory and manage AWS resources using AWS Systems Manager and AWS Config. Examine how to manage multiple AWS accounts using AWS Organizations, including how to configure consolidated billing. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
Moving Beyond Gender Roles as a Leader	Companies that support women as business leaders are more successful. Yet women leaders are often held back by gender-based expectations of their roles and behaviors. Organizations and individuals need to take steps to break out of the gendered mind-set to help women become competent, focused, and passionate professionals.
AWS Professional Solutions Architect 2020: High Availability	Discover how AWS services such as Glacier, EBS volumes and database snapshots, replication, and the Storage Gateway can provide high availability. Examine how to work with network load balancers, placement groups, cross region replication, database replicas, backup plans, and volume snapshots. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Development Strategies	Explore software development strategies, such as continuous integration and delivery, app decoupling, and the use of microservices. Examine the benefits derived from using SNS topics and SQS queues. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
Construction: Electrocution	Electricity is a leading cause of injuries and fatalities in the construction industry. Injuries can be minimized by taking the necessary precautions to work safely with electricity. In this course, you'll learn how the Occupational Safety and Health Administration governs electrical work on construction sites. This course focuses on the basics of electricity and its effect on the body. It highlights the most common electrical hazards in construction and ways to prevent those hazards.
CCNA 2020: Static Routing	Explore routing basics, including how frames move through routes to a destination and how routers build routing tables. Discover the use of IPv4 and IPv6 static default and network routes, and how to implement additional types of IPv4 and IPv4 routes. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
Construction: Caught-in or Caught-between	The construction industry is very dangerous, with many worker injuries and deaths occurring every year. The leading causes of worker deaths in this industry are falls, being struck by an object, electrocution, and being caught-in or caught-between. This course explores the various categories of caught-in or caught-between hazards that could exist in various construction environments and aims to teach learners to recognize and protect themselves from these hazards.
CCNA 2020: L2 Discovery Protocols & L2 and L3 EtherChannel Configuration	Familiarize yourself with L2 discovery protocols, including how to configure Cisco Discovery Protocol and Link Local Discovery Protocol and verify their configuration. Examine L2 EtherChannel configuration, including why to use it, options and verification commands, and the protocols that can be used. In addition, how to configure L3 EtherChannel and how configuration differs from L2 EtherChannel is also covered. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
Managing Projects Using Kanban	Explore Kanban strategies for meeting project timelines, core practices used in Kanban, terms and goals that are critical for successful rollout of Kanban for operations, and key elements of Kanban for project management. Discover how to track and forecast projects using Kanban and how Waterfall teams can transition to Kanban. Examine project management tools that can be used to implement Kanban and key Kanban board metrics for tracking and measuring project progress. In addition, how to create Kanban projects, create and configure Kanban boards to monitor and manage projects and DevOps practices, and set WIP limits are also covered.
Benzene Awareness	Benzene is a volatile chemical formed from both natural processes and human activities. Natural sources of benzene include emissions from volcanoes and forest fires. Benzene is also a natural part of crude oil, gasoline, and cigarette smoke.
CCNA 2020: Cisco WLC Configuration & Wireless Management Access	Explore the GUI interface of a Cisco WLC and discover where to configure WLANs, security settings, QoS profiles, and advanced WLAN settings. Discover the different authentication settings for your WLAN by configuring WPA2 PSK through the GUI. Examine where to configure different management access options in the WLC, including settings for SSH, HTTP-HTTPS access, and serial connections. The use of TACACS+;/RADIUS for authentication is also covered. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
AWS Professional Solutions Architect 2020: Data Processing & Analysis	AWS provides numerous tools for ingesting and analyzing large data sets. Discover how to convert media formats with Elastic Transcoder and how to analyze business data with QuickSight. Examine how to work with Amazon Kinesis streams, configure an Elasticsearch domain, and use Athena's fast querying service. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
CloudOps with Infrastructure as Code	Examine the deficiencies associated with manual resource configuration and how Infrastructure as Code (IaC) can eliminate those deficiencies. Explore the benefits and best practices for implementing Infrastructure as Code, the prominent tools and services that can be used to implement Infrastructure as Code, and the concept and benefits of Policy as Code. Discover Continuous Configuration Automation and tools used to implement it, Chef features, components and tools for implementing Continuous Configuration Automation, how to install Chef and write cookbooks, and also how to implement Infrastructure as Code using CloudFormation.
Stop Work Authority	Imagine an organization with a safety culture where every employee is watching out for the well-being of every other employee whenever they're on the job. In fact, many organizations have just such a culture. Stop Work Authority is a program designed to provide workers with the responsibility and obligation to stop work when an unsafe condition, activity, or behavior occurs or has the potential to occur. Under Stop Work Authority, all workers, including leaders, support safety by following established practices and procedures for stopping work when there is imminent danger to people.
CCNA 2020: Network Access, VLAN Configuration, & Interswitch Connectivity	Explore how network access can be configured, as well as how switches function and why they are the choice for LAN connectivity over hubs. Examine the basics of VLANs, how to create them on switches, types of VLANs, and how to verify configuration. In addition, discover why you would connect multiple switches, how to do it, and how to verify your configuration. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
The Collaborative Leader	In today's business world, working together is key to success. In this course, you'll learn how to lead collaboratively, improve collaboration in your team, and reach across boundaries to collaborate with internal and external stakeholders.
Vendor Management for Technology Professionals	Managing vendors is a vital component of a successful technology or business organization. In this course, you will learn techniques for managing vendors and vendor relationships. You will learn about the risks associated with using vendors, how to manage vendor contracts and performance, and techniques for effective resolution of vendor issues and disputes.
Microsoft Teams: Getting to know the application	To get the best out of this Microsoft communication and collaborative tool, it's important to start with an overview of the app. In this course, you are going to learn how to search, sign in and sign out of Teams and also navigate the interface or set up your profile and notifications preferences.
CCNA 2020: Layer 1 Physical & Configuration Issues	Discover how to identify physical and configuration issues that can occur at Layer 1. On Cisco routers and switches, examine some of the different issues that interrupt data flow. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
Mastering Key Leadership Competencies	All leaders need to possess certain competencies that help them to be good leaders. Women leaders still face challenges in the workplace, when it comes to being viewed as equally competent to men. By developing key leadership competencies, women can make the best use of both the traditionally feminine qualities as well as those that are traditionally seen as masculine. In this course, you will learn how to build confidence through competence, develop your leadership presence, communicate like a leader, demonstrate your emotional intelligence, and network and connect with other women leaders.
Environmental Management Systems (EMS)	Historically, companies have managed their own environmental challenges in response to external pressure from government agencies, environmental interest groups, and citizens focusing mainly on regulatory compliance. Today, companies recognize the importance of sound environmental management practices that result in economic gain.
First Aid: Automated External Defibrillator	The primary focus of this course is the proper use of the Automated External Defibrillator (AED). Use of the AED also includes the correct application of the ABCs of basic life support and basic CPR techniques, which will also be reviewed in this training.

Course	Description
Adopting the DevOps Mindset	Explore the concept of DevOps, including DevOps practices and principles that can help eliminate the problems of traditional software development approaches. Examine different approaches for embracing the DevOps mindset, key elements of the DevOps mindset, and the roles of design thinking, Lean, and Agile in enabling and facilitating the DevOps mindset in the enterprises. In addition, discover the role of the cloud in realizing the benefits of DevOps, the criteria for selecting on-premise, cloud, hybrid or multi-cloud architectures, and how to enable code collaboration and configuration management.
Scaling an Organization's Scrum Process	Explore reasons why an organization should consider scaling their Scrum process, including guidelines to follow and challenges they may encounter. Examine the limitations of the Agile Manifesto and various models for scaling the Scrum process. Delve into the various frameworks - LeSS, Nexus, Scrum@Scale, Spotify, Scrum of Scrums, and SAFe - including characteristics, benefits, and challenges. Finally, discover how to select the best framework to meet organizational needs.
OneDrive for Business: Signing in & Setting	OneDrive for Business, part of Microsoft's Office 365 package, is used to store files to work on or share. OneDrive enables you to store your files and keep organized.
DOT: Inspections	Maintaining safe working equipment and working conditions is essential when operating large trucks. In order to ensure that vehicles are safe to operate and share the road with, it is important to perform frequent inspections of the equipment you are using, as well as more extensive annual inspections. In this course, you will learn when to perform operator inspections, what to inspect, and how to report your inspections. You will also learn about requirements and standards for annual inspections as required by the Department of Transportation, or DOT.
Food Safety and Handling	Each year, bacteria in food causes millions of illnesses in the US. According to the Food and Drug Administration, between 2% and 3% of all foodborne illnesses result in secondary long-term illnesses. Some strains of E. coli can cause kidney failure in infants, and salmonella can lead to reactive arthritis and serious infections. In addition to the risks from badly prepared or mishandled food, there is the potential risk of malicious contamination. Those involved in food preparation must follow safe procedures to ensure that food contamination and its associated illnesses are prevented. This course focuses on the health risks associated with improperly handled food. It highlights the ways in which food can become contaminated and provides guidelines for storing and handling food safely. By applying the procedures recommended in this course, you can minimize the risk of food-related illnesses.
CCNA 2020: WLCs, Access Points, Servers, & Endpoints	Explore the roles and functions of Wireless LAN Controllers and Wireless Access Points, including when they and are not required. Additionally, examine where servers and endpoints fit into network infrastructure and the purposes they serve. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Network Topology Architectures - WAN, Cloud, & SOHO	Explore the different WAN access topology architectures that network technicians need to be able to identify and understand. Examine the basic topologies implemented, regardless of whether you're using MPLS, MetroE, Broadband PPPoE, or VPNs for connectivity. Discover cloud network topology architectures and the terminology that describes them, and SOHO network topology architectures and the differences between home and small office components uses in a SOHO environment. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: IPv6 Addressing & Configuration	Explore the basics of identifying IPv6 addresses and why you should be using them. Examine the different types of IPv6 addresses, how to configure them on Cisco devices and on a Windows OS, and how to find IP addressing information in various operating systems. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
A Difficult Boss Doesn't Have to Be a Difficult Problem	Working for a difficult boss can be challenging. In this course, you will learn about the management styles, communication styles, and personality types of difficult bosses. You will also learn strategies for working with a difficult boss and what to do if a boss becomes abusive.
CCNA 2020: IPv4 Subnetting	Explore subnetting principles as an important part of your exam preparation. Discover how to subnet various class addresses and the difference between them. Examine methods for speeding up the subnetting process and how to perform a VLSm with an address space. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Virtualization Concepts	Discover virtualization concepts that IT professionals should know, types of virtualization, and how to install a virtual machine. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
CCNA 2020: Cisco Wireless Architecture & WLAN Components	Explore the basics of wireless networking, including what is required to set up a wireless network, and Cisco wireless architectures and AP modes. Discover different components connected to the WLC, how devices are physically connected, and the types of connections needed in wireless infrastructure. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
AWS Professional Solutions Architect 2020: VPC Connectivity	Discover how to enable connectivity to AWS through VPNs and Direct Connect. Explore egress Internet gateways, VPC transit gateway, as well as Internet and NAT gateway benefits. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Network Security & Disaster Recovery	Discover how Network ACLs and security groups control inbound and outbound traffic flow. Explore identity federation, proactive planning for disaster recovery, and how to use AWS Shield and WAF to protect AWS resources. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
SecOps Engineer: Secure Coding	Discover how to protect your software by applying secure coding practices. Explore key concepts, including filtering, validation, and the CERT Top 10 Secure Coding Practices. Examine methods for securing software deployment and continuous delivery, as well as secure software metrics and secure coding with C#, Python, and Java.
Developing Emotional Intelligence	Developing emotional intelligence is a key to successful leadership. Leaders with a strong mixture of emotional awareness, self-management, and social skills are able to relate better to those around them. Emotionally intelligent leaders navigate relationships more effectively and are more likely to be successful in their personal and professional lives.
Tableau Desktop: Going Deeper with Maps	Tableau Desktop's geographic data tools allow you to perform robust analysis on your map views. You can work with geographic data where Tableau recognizes location names or create maps from spatial files. You can use a variety of tools to configure maps to suit your data, including heatmaps for overlapping data, custom territories for personalized analysis, and even links to Google Maps. Tableau Desktop also provides many stylistic options, allowing you to best communicate analysis performed in your map views.
CCNA 2020: Security Program &Password Policy Components	Explore the basics of security programs including end user security components, user awareness, training, and physical access controls. Discover how to establish and manage a security password policy, factoring in complexity requirements. This course can be used in preparation for the Cisco Certified Network Associate 200-301 certification exam.
AWS Professional Solutions Architect 2020: Desktop & Cost Management	Explore cost management tools such as AWS Budgets and cost explorer, as well as reserved and spot instances. Discover how to centrally manage desktops and apps using WorkSpaces and AppStream. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
OneDrive for Business: Organizing Files	Once you start adding files to OneDrive for Business, you'll need to organize them by creating folders and subfolders. You can easy move files into folders and organize your workspace to improve your workflow.
Microsoft Teams: Formatting, Illustrating & Reacting to Communications	More than creating messages, Microsoft Teams allows you to make those messages richer with several formating, illustrating and reacting tools. In this course you are going to learn how to format yout text messages by adding effects, changing the color or even organizing your topics with bulleted or numbered points. You are also going to learn how to react to messages, sending them by Outlook or even mentioning people. In order to make those communication richer, you are also going to see how to add emojis, stickers, memes, links, codes, tables and different gadgets like Youtube movies, praise and weather. Finally, you are going to see how to configure the delivery os your messages by choosing, for example, who can reply to it.
Slack: Signing in & Setting Up	Slack is a supercharged collaboration platform that empowers organizations. Slack enables you to connect and communicate easily with your team. Before your start collaborating, you'll need to see how to sign in and get around the application.
Software Requirements Planning	In this course, you'll explore the software requirements engineering process and how it applies to API software development, including gathering and validating requirements, and prioritizing features. You'll start by examining the key elements of the requirements engineering process, and how to work with stakeholders, including stakeholder identification, methods for turning stakeholder demands into requirements, and coaching stakeholders with regards to their requirement selection. You'll then learn techniques for identifying requirements, best practices for turning requirements into software specifications, and techniques for prioritizing features. Next, you'll discover tips for identifying hidden requirements and creating a requirements traceability matrix. Lastly, you'll explore planning requirements for API development, how to apply requirements engineering to software development lifecycle, and how to validate software requirements.
Mobile App Development: Building a Basic Android App	The best way to learn Android application development is to get hands-on practice. In this course, you'll learn how to create a simple app and go through all the steps involved to create the project. You'll then examine how to define the appearance and logic of the app, as well as how to deploy and test it on a virtual device emulator.
DEVASC: Development Methodologies & Software Quality	In this course, you'll learn about choosing a development methodology and ensuring software quality. First, you'll examine considerations when deciding to employ Agile, Lean, or Waterfall for software projects. Then you'll move on to explore considerations for software quality, including tools you can use to ensure your software projects meet requirements. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
DEVASC: Application Infrastructure, Deployment, Security, & CI/CD	In this course, you'll explore cloud deployment types such as PaaS, SaaS, and IaaS. You'll examine the use of bare metal machines, virtual machines, and containers as deployment targets. Next, you'll move on to compare the continuous integration and continuous deployment development methodologies. You'll examine the use of load balancers, reverse proxies, DNS, and firewalls in application deployment. Finally, you'll learn about security considerations for application deployment, with a focus on those considerations outlined by OWASP. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
DEVASC: Network & Network Communication Basics	In this course, you'll examine networking basics, including the basic goals and how it is accomplished with cabling and networking models. Then, you'll learn about common elements needed for devices to communicate across a network, including MAC and IP addresses. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Advanced Threat Protection (ATP)	Microsoft Office 365 Advanced Threat Protection (ATP) is a cloud-based email filtering service that offers numerous capabilities including real-time protection. Explore ATP capabilities such as Safe Attachments, Safe Links, anti-phishing policies, and the Attack Simulator while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
CS0-002 - CompTIA Cybersecurity Analyst+: Hardware & Security	Securing hardware includes applying firmware updates and configuring devices on isolated networks. In this course, you'll learn about mobile device security, IoT security, and vulnerable device lists. You'll explore physical security and the security risks presented by drones and vehicles. You'll move on to examine how SCADA is used for industrial device networks, how to recognize BIOS and UEFI security settings, how self encrypting drives can protect data at rest, and how hardware security modules are used for encryption offloading and cryptographic secret storage. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
Final Exam: QA Lead	Final Exam: QA Lead will test your knowledge and application of the topics presented throughout the QA Lead track of the Skillsoft Aspire Software Tester to DevOps Automated Tester Journey.
Final Exam: Automated Tester	Final Exam: Automated Tester will test your knowledge and application of the topics presented throughout the Automated Tester track of the Skillsoft Aspire Software Tester to DevOps Automated Tester Journey.
Advanced Features in Java: Using the Java Stream API with Collections	In this course, you'll learn about how the Stream APIs provide ways to work with collections as streams of objects. You'll examine how operations such as filter, map, and foreach can be applied to collections by treating them as streams of data elements. Next, you'll learn how to use both anonymous inner class objects and lambda functions with streams, how to define predicates, and how to chain multiple stream operators together into a single pipeline that ends with a terminal operator returning a result. Next, you'll discover the differences between terminal and non-terminal operations, as well as between two different types of terminal operations - reduce and collect operations. Finally, you'll see how collect operations can be used to perform extremely complex operations on collections with minimal code.
Java OOP: Run-time & Compile-time Polymorphism	In this course, you'll learn about specific contrasts between run-time, compile-time polymorphism, and inheritance hierarchy in Java, including the use of the @Override annotation and type promotions in method overloading.
Mentoring Senior Software Project Manager Journey	Skillsoft Mentors are available to help you along your Software Project Analyst to Senior Software Project Manager Journey. You can reach them by entering chats or submitting an email.
Final Exam: Blockchain Application Developer	Final Exam: Blockchain Application Developer will test your knowledge and application of the topics presented throughout the Blockchain Application Developer track of the Skillsoft Aspire Blockchain Application Developer to Blockchain Solutions Architect Journey.
Final Exam: Python Novice	Final Exam: Python Novice will test your knowledge and application of the topics presented throughout the Python Novice track of the Skillsoft Aspire Python Novice to Pythonista Journey.
Excel 2019: Managing Data	Excel offers a set of tools that allows you explore more in detail data analysis and complex formulae. If you need to work with data from other sources, you can import and edit data from a text and a .csv file.
Mobile App Development: Coding the Behavior of an Android App	In this course, you'll focus on defining the business logic of an Android application using the Kotlin language. You'll learn how to implement inheritance, convey messages between activities, and use imported libraries to retrieve and parse JSON data.
DEVASC: API Usage & Authentication	In this course, you'll learn about the usage of web-based RESTFUL APIs that do not use authentication. You'll also learn about the usage of web-based APIs that require authentication. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
AWS Professional Solutions Architect 2020: Migration Strategies	Discover AWS migration tools such as CloudEndure, AWS Migration Hub and the Cloud Adoption Readiness Tool. Explore how to install the CloudEndure agent and when to use storage migration services such as Snowball and Snowmobile for large amounts of data. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AZ-103 - Microsoft Azure Administrator: Azure Storage Accounts	Examine Azure Storage including Azure Storage Explorer, Azure Storage Redundancy, Blob Storage, File Share, File Sync, Sync Group, Access Keys, and Shared Access Signature in preparation for the Microsoft Azure Administrator (AZ-103) exam.
AZ-104 - Microsoft Azure Administrator: Manage Azure AD Groups & Devices	In this course, you'll learn how to create and manage Azure AD groups, as well as how to join both Windows 10 and Android devices to Azure AD. You'll examine how to create and manage Azure AD groups using GUI and command line tools. You'll also discover how to join Windows 10 and Android devices to Azure AD and create a dynamic device group. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
Docker & Multi-cloud: Managing Multi-cloud with Docker	Explore the challenges of setting up multi-cloud container management, the role of Docker Container Management in implementing multi-cloud containerization, the critical Docker services that we need to manage while setting up multi-cloud containerization architecture, the comparative features of Docker Cloud and Docker Hub along with the benefits of combining Docker and multi-cloud computing technologies.
Final Exam: Penetration Tester	Final Exam: Penetration Tester will test your knowledge and application of the topics presented throughout the Penetration Tester track of the Skillsoft Aspire Penetration Tester to SecOps Engineer Journey.
Java SE 13: More Operations on Member Variables & Methods	In this course, you'll learn about member functions and their invocation. You'll see how classes often have multiple overloaded methods, which can lead to a trap of code duplication. Next, you'll examine how method chaining and constructor chaining are used to avoid this pitfall and achieve elegant code reuse in our classes. You'll move on to explore static member variables and methods, which are shared across all instances of a class. Finally, you'll learn about the rules and conventions that govern how static members can and should be accessed.

Course	Description
Java SE 13: Working with Files & Directories	In this course, you'll learn about Java's APIs for working with files and directories. You'll start with the Path interface and the Files class, which form the foundation of the modern java.nio APIs. You'll discover how to work with the static Paths.get method and see how the Path interface allows you to normalize, parse, and resolve paths. Along the way, you'll briefly detour into creating files using the legacy java.io APIs, and see how the legacy and modern APIs can be used together. You then move on to working with directories, copying and creating them, as well as listing out directory contents. Finally, you'll learn how to access and modify file attributes and metadata.
Regulation Conformance for Incidence Response	Cybersecurity is a growing concern for organizations, especially in government and in private sectors. Policies and regulations that need to be conformed to and practiced in the industry are also important considerations for incident response leaders. Explore regulation conformance for incident response, including how to build and apply a conformance plan in the workplace. Examine industry standards, how to apply techniques in regulation conformance, and how to handle incidents that require specific regulation conformance. Discover how to document incidents following the appropriate standards and how to provide a conformance plan that follows regulations and standards for the organization.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Secure Lifecycle	Explore secure lifecycle management including version control, security standards, and frameworks, security metrics, as well as governance, risk, and compliance (GRC). This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Google App Maker: Using your application	The final course for Google App Maker is going to help you get to grips with using your application to its fullest.
Microsoft Teams: Creating, Finding & Organizing Files	This course is going to focus on how you can create, find and organise information and objects in your teams and channels. You are going to learn how to perform a search to find the documents, messages or people you are looking for. Microsoft Teams allows you to use and share documents within your channels. You can publish, open, edit, and also manage them. This course will also teach you how to create a document, collaborate on it directly from Teams. Using folders and adding a cloud space are also part of this course to help your organize your files.
Java Programming: Conditional Evaluation	Explore if-else and switch statements, which are the conditional control structures available in Java. Examine simple if-constructs that evaluate a condition and determine the flow of program control accordingly. Then move to if-else statements, which provide a ladder to very complex nested conditions. Such laddered if-else statements can lead to egregious bugs, and that in turn leads to the switch construct, which is perfect for branching program control based on different values of a single variable. Discover how to identify situations where the value of a single variable or expression is being used to branch in several different directions, and in such situations, how to pick the switch statement to avoid bugs. How to identify situations where multiple variables need to be taken into consideration and how to deploy nested if-else control structures is also covered.
Patterns in Programming: API Design Patterns	In this course, you'll learn about a number of API design patterns, including behavioral, creational, structural, and adapter, as well as design anti-patterns, and software refactoring techniques. You'll start by examining the overall importance of design patterns, behavioral design patterns and their implementations, and see how to create the iterator design pattern. You'll then explore creational and structural design patterns and the implementation of each, as well as how to create the singleton and adapter design patterns. Next, you'll learn about design anti-patterns and the different types, and software refactoring and refactoring techniques for solving architectural coding problems. Lastly, you'll examine the API pattern principles and the basic design patterns for implementing API resource layout and naming.
Unit Testing in JavaScript: Should.js & Must.js	This course shows you how you can use the Mocha testing framework along with Should.js and Must.js assertion libraries to test code using a chained assertion style. You will write unit tests to test numbers, strings, truthy and falsy values, objects, arrays and promises in JavaScript.
DEVASC: Coding, Testing, & Managing Cisco Devices	In this course, you'll learn about the basic tenets of Infrastructure as Code, as well as how to use a development workflow to collaborate on infrastructure and configuration using Infrastructure as Code. You'll move on to examine how to test network infrastructure using automation tools. Next, you'll discover why and when to use a controller to manage and configure devices, instead of individual configuration. Finally, you'll learn about the steps that occur when configuring a device using an API. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
ENCOR: QoS & Cisco Express Forwarding	In this course, you'll learn the basics of wired and wireless QoS and the options you have for its implementation. You'll move on to explore the different mechanisms used to act on traffic in DiffServ environments. Finally, you'll examine Cisco Express Forwarding, the technology that makes current Cisco devices so incredibly efficient at moving traffic. You'll walk through CEF components and examine them on typical Cisco devices. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Role-based	Role-based access control can be used in Exchange Server 2019 to restrict access to authorized users. Explore how to plan RBAC roles for eDiscovery and how to set up delegated RBAC. Lastly, discover ways to benefit from user roles and user groups. This course can be used in preparation for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Sharing	Exchange Online offers numerous features that allow calendar information to be shared with others in an Exchange organization. In addition to learning how to manage internal sharing in Exchange, you'll examine how to create and manage organization relationships that can be used to share information with external business partners. These topics will help prepare you for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Address Lists	Exchange allows mail-enabled recipient objects to be collected and grouped together in an address list. In this course, we're going to explore the creation and management of the different types of Address Lists available in Exchange Server 2019 and Exchange Online. You'll start by learning the different types of Address Lists in Exchange Online, including Global Address Lists, built-in address lists, and custom address lists. You'll then see how to create an address list using Exchange Online PowerShell, and examine the use of recipient filters. Next, you'll see how to create, modify, and remove Global Address Lists using Exchange Online PowerShell. Lastly, you'll examine hierarchical address books in Exchange Online, including their use and configuration. These topics will help prepare you for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
CloudOps Interoperability: Inter-cloud Integration & Implementation	In this course, you'll explore scenarios of adopting private and public cloud for application deployment, comparisons of prominent cloud offerings and cloud-based integration tools for deploying and managing varied cloud environments and increasing IT framework complexity, the prominent types of cloud integration, and the benefits of using Integration Platform as a Service. You'll learn about the features of the prominent types of inter-cloud implementations, the recommended architectural patterns for planning multi-cloud migration and deployments, and the multi-cloud implementation workflow for designing automated and portable architectures. You'll also discover how to install, configure, and set up CloudHub and Talend to build portable multi-cloud integration workflows and deploy applications. Finally, you'll examine how to work with Aviatrix to integrate AWS with Azure Active Directory and integrate Azure with AWS and GCP.
CS0-002 - CompTIA Cybersecurity Analyst+: Network Infrastructure Security	Managing network security involves planning the use of network devices, including cloud-based virtual network configurations. In this course, you'll learn about asset discovery and management, cloud resource tagging, network segmentation, and VPNs. You'll also examine cloud site-to-site VPN deployment, cloud networking, and cloud VPC deployment. Next, you'll learn about change management procedures, virtual desktop infrastructure, cloud VDI configuration and client connections, and firewalls. Lastly, explore network access control, RADIUS, and TACACS+. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
Final Exam: Ethical Hacker	Final Exam: Ethical Hacker will test your knowledge and application of the topics presented throughout the Ethical Hacker track of the Skillsoft Aspire Penetration Tester to SecOps Engineer Journey.
Java OOP: Access Modifiers for Regulating Access	In this course, you'll learn about access modifiers that can be used to tag member variables and member functions inside Java classes to regulate how these can be accessed from different contexts.
Advanced Scrum Metrics	Discover the value of metrics in an Agile environment. Explore the three types of metrics - Agile, software development, and business. Examine the limitation and risks of measurement.
Monitoring & Securing System Configuration	In this course, you'll learn how to drive system configuration monitoring using continuous monitoring tools to keep systems secure. You'll explore the concept and importance of monitoring system configuration within an organization for incident response. Next, you'll examine tools and strategies you can use to identify common issues, such as identifying weak passwords or common devices that use default credentials. You'll explore processes for operating and maintaining monitoring systems, including the use of security controls and assessments to ensure the incident response team remains compliant. Finally, you'll discover how to identify and interpret report findings from monitoring result, how to work with a monitoring program for system configuration, and how to recognize monitoring program challenges and possible solutions for incident response.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Testing Types	Explore the essential testing types, such as penetration testing, scanning, simulation testing, failure testing, and cryptographic validation. Examine characteristics of regression, continuous, and unit testing, as well as attack surface validation and impact assessment. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Professional in Human Resources: Business Environment	Many great ideas turn into successful businesses, but first the idea must be developed. Discover the considerations that are made regarding the external environment in order to create thriving businesses. In addition, discover the tools used to measure effectiveness. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Microsoft Teams: Creating, Joining & Managing Meetings	Microsoft Teams is an excellent tool for organizing meetings with people all over the world. In this course you are going to learn how to create and join meetings meeting and discover the meeting room. Teams lets you schedule meetings and take notes to stay organized. As well as creating meetings you can interact with other participants during meetings by sharing documents and using video or chat. This course will also teach you how to manage and record your Microsoft Teams meetings.
Tableau Prep Builder: Cleaning & Analyzing Data	Tableau Prep Builder is all about preparing your data source and getting it ready for deeper analysis. To do this, you are going to need to know how to perform a variety of different operations, including clean-up steps, data aggregation, and split, group, and replacement actions. You may also need to introduce calculations and regular expressions into your flow via calculated fields, create custom data roles to control the data you are working with, or bring in additional operational capabilities via R and Python scripts.
Git & GitHub: Working with Git Repositories	Explore a hands-on overview of the most common features in Git. Discover the creation of local and remote Git repositories and the linking of the two. Finally, we'll delve into Git operations such as commit and push as well as branching and merging.
Unit Testing in JavaScript: Mocha & Unit.js	This course uses the Mocha testing framework and the Unit.js assertion library to unit test your JavaScript code. You will write unit tests to test numeric values, strings, objects, arrays, functions and exceptions using Unit.js.
DEVASC: Configuring Devices with Bash, Python, & Ansible	In this course, you'll learn the basics of device configuration. First, you'll examine how to complete a basic device configuration using Bash shell. You'll then move on to configure a device using Python. Finally, you'll learn how to use Ansible to configure networking devices. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
AWS Professional Solutions Architect 2020: Developer Managed Services	Learn how AWS managed services such as Elastic Beanstalk, OpsWorks, Elastic Container Service, API Gateway, and Lambda functions allow developers to quickly create customized software solutions. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AZ-104 - Microsoft Azure Administrator: Availability Solutions	Azure offers a variety of high availability protection services, which allow you to protect systems and data. In this course, you'll learn how to manage various Azure backup and recovery solutions. You'll start by improving application performance and availability with VM scale sets, load balancing, and the application gateway. Next, you'll learn how to use Azure Site Recovery for VM replication and failover and how to enable Azure VM backup using the portal, the CLI, and PowerShell. You'll then examine how to backup on-premises file servers, restore deleted VMs, and connect to a VM through a serial console. Lastly, you'll see how to deploy a web application firewall. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Managing Azure Files	You can provide secured access to shared folders in the cloud using Azure Files. In this course, you'll explore Azure Files configuration and connectivity. You'll start by learning how to configure an Azure Files share using the portal, CLI, and PowerShell. Next, you'll examine how to connect to Azure Files from a Windows host. Lastly, you'll discover how to connect to Azure Files share from a Linux host. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Deploying Hybrid Environments	Explore how to deploy a hybrid Exchange environment while learning about OAuth authentication, transport options, and the Organization Configuration Transfer (OCT) utility. In addition, discover techniques use to deploy Hybrid Agents and Hybrid Modern Authentication (HMA) while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: E-mail Address Policies and Workload Management	E-mail address policies in Exchange Server 2019 can help define rules used to create e-mail addresses for recipients. In this course, you'll start by examining e-mail address policies. You'll then explore considerations when implementing multiple e-mail address policies, as well as default e-mail policy properties. Next, you'll see how to manage e-mail address policies using the EAC and apply/remove e-mail address policies to recipients. You'll explore Managed Availability, workload management components, and user resource consumption. You'll then learn how to use the Get-ThrottlingPolicy cmdlet to determine user throttling settings, the New-ThrottlingPolicy cmdlet to create a user throttling policy, and the Set-ThrottlingPolicyAssociation cmdlet to assign a policy to a user. Lastly, you'll examine the available scopes in custom throttling policies and coexistence environments. These topics will help prepare you for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
CS0-002 - CompTIA Cybersecurity Analyst+: Data Privacy	Data privacy regulations are at the forefront of protecting PII and PHI on-premises and in the cloud. In this course, you'll examine the meaning of common data privacy standards, including PII, PHI, HIPAA, GDPR, and PCI DSS. Then you'll move on to learn about server and cloud-based data classification and data loss prevention. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
DevOps Agile Development: DevOps Methodologies for Developers	Discover how to implement source code management, continuous code build using Maven and MSBuild, and automate functional and load testing. Explore how to adopt deployment strategies and implement CD using various open source tools, and apply continuous monitoring, and building infrastructure as code using Puppet.
Final Exam: Cloud Security Admin	Final Exam: Cloud Security Admin will test your knowledge and application of the topics presented throughout the Cloud Security Admin track of the Skillsoft Aspire Network Security Specialist to CloudOps Security Architect Journey.
Final Exam: DL Programmer	Final Exam: DL Programmer will test your knowledge and application of the topics presented throughout the DL Programmer track of the Skillsoft Aspire ML Programmer to ML Architect Journey.
Java OOP: Interfaces & Anonymous Classes	In this course, you'll learn about one of the most important concepts in all of object-oriented programming - the interface. You'll explore how anonymous inner classes provide lightweight instantiations of interfaces.
Security Strategy: Patch Management Strategies	Discover how patch management strategies are an important part of an overall security strategy, beginning with basic patch management concepts and how to prioritize what to patch and when. Examine best practices, what to do when vendor-specific issues occur, and how to get issues patched before they become a threat. Explore various tools and techniques used to patch and harden systems and the process of implementing patches, including automating the process to make things easier for the day-to-day SecOps professional. Look at how to analyze and assess patches before implementation to prevent any unknowns or issues. Finally, how patch management fits into the Agile software development process and how to implement patches in a serverless architecture are also covered.
Professional in Human Resources: Business Planning	Not many HR professionals have the opportunity to build a business from the ground up or restructure the company for efficiencies. Whether or not that challenge comes along, it is beneficial to have the knowledge of designing and reshaping the organization to meet business goals and objectives. Explore the various options and how to optimize the different characteristics that make each business unique. Discover the choices available to constructing dynamic organizations to yield top results. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Final Exam: Blockchain Solutions Architect	Final Exam: Blockchain Solutions Architect will test your knowledge and application of the topics presented throughout the Blockchain Solutions Architect track of the Skillsoft Aspire Blockchain Application Developer to Blockchain Solutions Architect Journey.

Course	Description
Final Exam: Python Apprentice	Final Exam: Python Apprentice will test your knowledge and application of the topics presented throughout the Python Apprentice track of the Skillsoft Aspire Python Novice to Pythonista Journey.
Safety Short: Coronaviruses and COVID-19	Coronaviruses are a family of viruses that commonly occur in humans and animals. Most coronaviruses cause mild to moderate upper-respiratory tract illnesses similar to the common cold and flu, and sometimes lower-respiratory tract illnesses, such as pneumonia or bronchitis. Most people will experience a type of common human coronavirus in their lifetime. Coronavirus Disease 2019 (COVID-19) is a novel coronavirus caused by the human body's reaction to the strain of the virus known as SARS-CoV-2. In these topics, you'll learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it.
Python AI Development: Practice	In this course, you'll learn about development of AI with Python, starting with simple projects and ending with comprehensive systems. You'll examine various Python environments and ways to set them up and begin coding, leaving you with everything you need to begin building your own AI solutions in Python.
DEVASC: Working with Data Formats	In this course, you'll learn about data formats, including what they are used for and popular formats you may encounter. Specifically, you'll examine the characteristics and structure of the JSON, XML, and YAML data formats. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
DEVASC: Network, Collaboration, Security, & Compute Capabilities	In this course, you'll learn about the capabilities of various Cisco platforms. First, you'll examine Cisco network management platforms. You'll move on to look at collaboration and security platforms. Finally, you'll learn about the capabilities of compute management platforms. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
ENCOR: Overview, Enterprise Network Design, & High Availability	This series of courses is designed to help you prepare for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam. Not only will these courses help you prepare for the exam, but they'll also help to ensure you have the core knowledge and skillset you need to be successful in implementing Cisco technologies while working in an enterprise network environment. In this first course, you'll familiarize yourself with the topics covered in the official exam blueprint from Cisco, including architecture, virtualization, infrastructure, network assurance, security, and automation. Then, you'll move on to explore Cisco classic and modern network design principles and techniques for implementing high availability in enterprise networks.
ENCOR: WLAN Deployment, SD-WAN, & SD-Access	There are many options for deploying Cisco WLAN solutions. In this course, you'll learn about important wireless deployment models that you might use in the enterprise. You'll also examine how Cisco equipment can be used for location services in the WLAN. Next, you'll explore the differences between on-prem and cloud infrastructure deployments, including sample Cisco AWS deployment options and their costs. Finally, you'll learn about traditional WAN and SD-WAN solutions and the SD-Access solution and its many components. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AZ-104 - Microsoft Azure Administrator: Manage Azure AD Users	In this course, you'll learn about how Azure Active Directory serves as a central cloud-based identity provider. First, you'll examine how to create and manage Azure AD users using GUI and command line tools, as well as how to enable MFA. You'll also learn about Azure AD in cloud authentication, user management, and multifactor authentication. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Planning Hybrid Environments	Hybrid deployments offer the ability to extend on-premise features to the cloud while providing a seamless look and feel of a single Exchange organization. Explore how to plan a hybrid environment in preparation for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Message	Exchange Online offers numerous built-in features to manage and ensure message hygiene. Explore connection, malware, and spam filters, as well as how to monitor action center and quarantine items while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
Using AWS to Set Up DevOps and CloudOps Automation Frameworks	In this course, you'll explore automation approaches, how to using AWS to implement DevOps and CloudOps in the enterprise, critical automation patterns for implementing AWS DevOps and CloudOps, effective approaches for automating IT processes using the AWS DevOps Reference Architecture, and the DevOps Transformation Assessment and Strategy. Additionally, you'll learn about the role of essential AWS Serverless Architecture patterns in automating IT processes and prominent containerization services provided by AWS for CI/CD. You'll examine how to use and work with serverless architecture, AWS Lambda, AWS OpsWorks, AWS Systems Manager, and AWS Config to automate CI/CD pipelines. Finally, you'll discover how to implement configuration management, manage EC2 Systems, enforce compliance for infrastructures, and deploy code into containers running on ECS.
CloudOps with Azure DevOps Tools	Explore the features of prominent Azure DevOps and CloudOps tools that can be used for software development, the mindset shift to DevSecOps, and how to transform monolithic solutions to cloud solutions. Discover how to install and configure Azure Boards for GitHub, create local Git repositories, and synchronize repositories with centralized Git repositories in Azure DevOps. Examine how to use Azure Boards to manage software projects, configure CI/CD for applications in Azure Pipelines, work with Azure Artifacts to publish various packages in Azure DevOps, monitor application performance using Application Insights, and use Azure DevOps to manage the software development project testing lifecycle.
Adopting IT Automation	Explore potential applications that can be automated, along with the advantages, disadvantages, and best practices of automation. Examine approaches for developing enterprise automation capabilities, key processes for an effective IT automation strategy, and benefits of deployment automation. Discover approaches for implementing deployment automation, benefits of cloud automation, and the common cloud tasks that can be automated. Automating DevOps processes, the role of automation in DevOps, tools used to automate DevOps practices, the roles and responsibilities of a DevOps Automation Architect, how to install and configure SaltStack, and how to automate static site deployment with AWS CloudFormation are also covered.
DevOps Automation Across Platforms: Working with Multi-cloud Tools	In this course, you'll learn about the DevOps tools that can be used for cross-cloud multi-cloud deployments, how to implement CI/CD DevOps pipelines that employ multiple cloud environments, prominent tools that can be used to monitor metrics across multi-cloud platforms and environments, challenges associated with multi-cloud disaster recovery configuration, and the patterns that can be used to eliminate those challenges. You'll also discover how to integrate Azure AD with multiple AWS accounts, set up and configure CloudOps CI/CD process using Spinnaker, install and configure Jenkins to provision multi-cloud environments and deploy code, connect GCP with AWS using VPNs, monitor multi-cloud architecture with New Relic, and set up cloud disaster recovery using GCP and AWS.
CS0-002 - CompTIA Cybersecurity Analyst+: Threat Intelligence	Enhancing an organization's security posture requires security technicians to be aware of the latest security threats from a variety of sources. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Business Continuity	Identifying and prioritizing risks allows organizations to focus resources where they are most needed. Business continuity requires upfront planning to secure IT systems and data. Reviewing incident responses helps build better response plans to better handle future incidents. In this course, you'll learn about risk management, registrar, and treatments, as well as disaster recovery, high availability, and cybersecurity insurance. You'll also learn about post incident activities, cloud storage replication, backing up to the cloud, system and data recovery, and database replicas as you prepare the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Encryption & Hashing	Cryptography is designed to protect data at rest and in transit. In this course, you'll learn about PKI hierarchy, how cryptography protects sensitive data, and how to protect data at rest using UFS and BitLocker and on Linux and cloud storage. In addition, you'll examine hashing, including how to generate file hashes for Windows and Linux. Finally, you'll earn about using SSL and TLS to secure network traffic, cloud CA deployment, and certificate issuance. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: IT Security Risk Mitigation	Discover how organizational security policies specify details for hardening organizational assets including patching, data masking and digital rights management. This course also covers baselines, secure disposal and IPsec. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Intrusion Detection & Traffic Analysis	Discover how IT security analysts must recognized how malicious attacks take place. Explore how to analyze log results allows for the detection of security incidents. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
Security Programming: Command Line Essentials	In this course, you'll learn how to navigate a Linux command line environment. You'll learn how to use its most common tools for text editing, file monitoring and comparison, command history, and process management. You'll also discover how to redirect input and output, manage packages, and schedule jobs.
Final Exam: Network Security Specialist	Final Exam: Network Security Specialist will test your knowledge and application of the topics presented throughout the Network Security Specialist track of the Skillsoft Aspire Network Security Specialist to CloudOps Security Architect Journey.
Final Exam: Defensive Programmer	Final Exam: Defensive Programmer will test your knowledge and application of the topics presented throughout the Defensive Programmer track of the Skillsoft Aspire Programmer to Secure Agile Programmer Journey.
Java SE 13: Constructors & Other Methods	In this course, you'll learn about the instantiation of objects in Java. You will discover how each class has one or more constructor methods, which have the same name as the class itself. You'll move on to examine the default, no-argument constructor provided by Java for each class, as well as how constructors initialize member variables to a sensible initial state. Finally, you'll learn how to use getter and setter methods to access member variables from outside a class. as well as how to use private access modifiers to regulate such access.
Project Meetings: Agile Project Meetings	The best Agile meetings are productive and efficient. Explore the best practices for conducting software project meetings, and compare traditional meetings with Agile project meetings. Also discover how to work with teams spread across multiple sites.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Testing for Security & Quality Assurance	In this course, you'll learn best practices for testing for security and quality assurance, including artifact testing, functional and nonfunctional testing, and bug tracking. In addition, you'll explore the ISO 9126, SSE-CCM, OSSTMM, and DIACAP standards. This course may be used in preparation for the CSSLP: Certified Secure Software ProfessionalÂ certification exam.
Final Exam: Enterprise Developer	Final Exam: Enterprise Developer will test your knowledge and application of the topics presented throughout the Enterprise Developer track of the Skillsoft Aspire Enterprise Developer to DevOps Engineer Journey.
Final Exam: Forensics Analyst	Final Exam: Forensics Analyst will test your knowledge and application of the topics presented throughout the Forensics Analyst track of the Skillsoft Aspire Security Analyst to Security Architect Journey.
Process Safety Management Overview	This course is designed to help employees who work at industrial process plants recognize potential safety and health implications associated with their job. It is intended to educate employees to help prevent or minimize the consequences of a catastrophic release of toxic, reactive, flammable, or explosive highly hazardous chemicals, or HHCs, from a process. The content in this course is designed to provide an overview of the 14 mandatory elements of the OSHA Process Safety Standard, OSHA 1910.119.
Git & GitHub: Using GitHub for Source Code Management	GitHub is more than just a hosting service for Git repositories - it offers a suite of tools for source code and project management. This course explores a number of these, from pull requests for Git merge operations to the use of projects, issues, and milestones
Unit Testing in JavaScript: SinonJS	This course explores the use of fakes, spies, stubs, and mocks in Sinon and also the use of fake timers and sandboxes to write unit tests. You will configure fakes and spies with behavior, you will set up the right expectations for your mocks and you will control time using fake timers for asynchronous operations which use promises in JavaScript.
ENCOR: LISP & VXLAN	There is a new use for LISP in Cisco networking. This dynamic pull-like protocol is a key element of the SD-Access solution from Cisco. In this course, you'll learn about LISP and the important role it plays in SD-Access. You'll then move on to explore the various components that make up the LISP architecture. Next, you'll examine LISP deployment options. Finally, you'll learn about an exciting new technology called VXLAN and how it solves many potential issues in the modern network. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AZ-104 - Microsoft Azure Administrator: Managing Azure DNS & Network Security	Explore the management of Azure DNS services and its benefits. In this course, you'll examine how DNS name resolution works in Azure, how to use the portal, CLI, and PowerShell to create a DNS zone, and how to enable custom DNS servers for a VNet. You'll then examine how network security groups control inbound and outbound traffic flow, how to manage network security groups, and how to perform security rule troubleshooting. Next, you'll see how to configure both a point-to-site VPN and a site-to-site VPN, and examine the benefits of using Azure Virtual WAN. Finally, you'll learn how security issues are addressed by using Azure Firewall and Azure Bastion, and how to deploy and manage both Azure Firewall and Azure Bastion. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
Applying Automation Using AWS Tools	In this course, you'll examine essential features of AWS services like AWS CodePipeline, AWS CodeDeploy, and AWS CodeStar. You'll learn about Infrastructure as Code and some of the most prominent non-AWS tools for automating AWS DevOps and CloudOps tasks. You'll discover how to work with AWS CodePipeline, AWS CodeDeploy, AWS CloudFormation, AWS CodeStar, AWS CloudWatch, and AWS GuardDuty to create automated software release pipelines, invoke AWS Lambda functions, automate application deployment, implement Infrastructure as Code, manage applications, automate continuous monitoring of resource usage, and implement continuous security monitoring.
Final Exam: Security Admin	Final Exam: Security Admin will test your knowledge and application of the topics presented throughout the Security Admin track of the Skillsoft Aspire Network Security Specialist to CloudOps Security Architect Journey.
Final Exam: Secure Agile Programmer	Final Exam: Secure Agile Programmer will test your knowledge and application of the topics presented throughout the Secure Agile Programmer track of the Skillsoft Aspire Programmer to Secure Agile Programmer Journey.
Java SE 13: Understanding Classes & Objects in Java	In this course, you'll learn about classes and objects in Java. You'll examine how classes can be used to model real-world entities, how member variables represent the state of those entities, and how member functions represent the behavior of those entities. You will then move on to instantiating objects of the classes that you have created, and will discover how all objects in Java come with certain in-built capabilities, because they all inherit from a common ancestor class.
Java SE 13: Try-with-resources & Custom Exceptions	In this course, you'll learn about the correct use of the throws keyword, Java's relatively new try-with-resources construct, and the use of custom exceptions. You'll start by examining how the throws clause can be added to function signatures in order to comply with Java's catch-or-specify requirement for uncaught exceptions. Next, you'll explore the details of the try-with-resources construct, which is a syntactic construct that substantially reduces the burden on a programmer to close open resource objects using finally blocks. You'll learn how Java takes on the onus of invoking the .close methods on specific objects if you use the try-with-resources construct correctly. Finally, you'll explore the use of custom exceptions, including defining your own exception classes, and then throwing exceptions that belong to those classes.
Mentoring Security Architect Journey	Skillsoft Mentors are available to help you along your Security Analyst to Security Architect Journey. You can reach them by entering chats or submitting an email.
The Effects of Environmental Change on Business	As the planet's environment changes, so do its effects on the business world. Environmental changes impact business practices. From natural resources to supply chains, to logistics, to energy sources, to customer behaviors and demographics, businesses must adapt or be left behind. Further, climate change requires business adopt sustainable practices in order to remain economically viable and environmentally responsible. In this course, you'll learn about how the changing environment impacts businesses, economically, environmentally, and socially. You'll learn about local regulations and global agreements that affect how businesses may operate, and the clean tech and steps toward sustainability that companies can take to create sustainable business practices.
Professional in Human Resources: PHRÂ® Exam Summary	It's almost time for the HR Certification InstituteÂ® (HRCIÂ®) PHRÂ® certification exam, and there are just a few more pointers that will add the finishing touches. In this course, you'll learn how to reinforce content knowledge by applying good study habits and deploying testing strategies. As a bonus, you'll explore additional content to expand your knowledge base or save for recertification credits.

Course	Description
Final Exam: Enterprise Developer	Final Exam: Enterprise Developer will test your knowledge and application of the topics presented throughout the Enterprise Developer track of the Skillsoft Aspire Enterprise Developer to Full Stack Developer Journey.
Microsoft Teams: Communicating via the App	You can communicate in several ways with other Microsoft Teams members. This course is going to focus on sending messages. You're going to learn how to send a message in a channel, so the post will be visible for all the members of the channel. If you want to exchange messages in a more private way, you can use the chat section of the app. Using Chat allows you to send messages to one participant or small groups of people.
Tableau Prep Builder: Working with Outputs	Once you've finished cleaning your data, troubleshooting errors, and working your flow into shape, you are going to need to get the information out. This is where Output steps come in. Tableau Prep Builder and Tableau Desktop are made to work together, and generating an extract file for analysis in Tableau Desktop is as easy as inserting a new step, defining the file output, type, and destination, and running your flow. If, however, you want to work on your data using a third-party application, such as Excel or a text editor, you can use the CSV format. Users working with Tableau Server and Tableau Online can also use their credentials to publish outputs to their desired platform.
Java Programming: Introduction	Explore the Java programming language and reasons for its long-standing popularity, such as platform independence, robustness, and ease-of-use. Examine what bytecode is, how the JDK is used by developers, how the JVM provides a sandbox environment within which Java operates, and how the JRE defines the runtime environment. Discover how to install Java on both Windows and Macintosh-based systems, and also configure two of the most popular Java IDEs, Eclipse and IntelliJ.
Mobile App Development: Defining the UI for an Android App	A good design for the screens in your Android app is crucial for good user experience. In this course, you'll learn about the pieces that go into defining the layouts for your app, how they can be structured, and how common components can be re-used.
Unit Testing in JavaScript: Mocha & Chai	This course gets you started with the Chai assertion framework and the assert, should, and expect APIs in Chai for test-driven development and behavior-driven development. You will use the classic assertion API as well as the Should and Expect API in Chai to test numbers, booleans, strings, objects and object properties, and arrays in Chai.
CI/CD Best Practices: Applying Automated Testing	Explore the CI/CD process of DevOps, how to switch from traditional practices to CI/CD, the risks and challenges associated with the CI/CD process, and the benefits of implementing automated testing for CI/CD. Examine the different CI/CD pipeline architectures for automated testing and prominent CI/CD tools for building next-gen delivery pipelines. Discover how to set up CI/CD architectures, automate development and deployment tasks with Git Hooks, build continuous integration and continuous delivery pipelines, and configure Jenkins with Selenium to implement continuous testing and test automation.
AWS Professional Solutions Architect 2020: Review Course 1	Refresh your knowledge of AWS core concepts, including app decoupling, AWS organizations, Lambda functions, cost management, VPCs, CloudFormation and IAM. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AWS Professional Solutions Architect 2020: Review Course 2	Refresh your knowledge of AWS core concepts, including database replicas, Amazon Workspaces, OpsWorks stacks, Route 53, EBS volumes, and EC2 instance management. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Virtual Networking	Discover how to provision network configurations in the Azure cloud to allow resource communication. In this course, you'll create and configure various Azure network components. You'll start by creating VNets and subnets using the portal. Next, you'll deploy VNets and subnets using the CLI and PowerShell. Lastly, you will link VNets together through VNet peering using the portal, CLI, and PowerShell. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
Agile and DevOps: Adopting Agile Methodology	Explore the objectives of Agile, core principles of the Agile Manifesto, the similarities and differences between Agile and DevOps, and the combined benefits provided by DevOps and Agile. Examine the types of reports that can help track Work in Progress, the process of visual requirements gathering for Agile project management, and key performance indicators and metrics for evaluating the progress of Agile development projects. Discover how to create Scrum boards, manage Backlogs and Sprints, and set up and implement Agile product development projects and practices using Jira, Azure DevOps, and TFS.
DevOps & AWS: CloudOps Implementation	Explore the benefits of using AWS for implementing CloudOps, AWS services that can be used for end-to-end CloudOps lifecycle implementation, implementation approaches for continuous integration and continuous delivery in AWS, and deployment targets in AWS. Discover how to work with AWS CodePipeline, AWS CodeCommit, AWS CodeStar, and AWS X-Ray to implement continuous integration, manage code repositories, and build, deploy and manage applications.
Docker & Multi-cloud: Multi-host, Multi-cloud Management with Docker Enterprise	Explore the federated application management process, the benefits of adopting the federated application pattern, the components, and features provided by Docker Enterprise. Compare the capabilities of Docker and Kubernetes and understand the objective of Cloud Native Computing Foundation.
CloudOps with Google Cloud Platform Tools	Explore the features, benefits, and solutions of Google Cloud Platform for end-to-end CloudOps implementation. Examine the Cloud Build features for continuous integration, GCP configuration management tools, the GCP reference pipeline for continuous integration, and the benefits of using GCP for continuous delivery. Discover how to work GCP tools like Cloud Build, Cloud Source Repository, and Google Kubernetes Engine to create and manage Source Code Repository, as well as how to build configuration management workflows, automate continuous integration workflows for serverless applications, automate App Engine deployments, and create continuous delivery pipelines.
Implementing IaaS & Orchestration for Multi-cloud Environments	Explore the concept of IaaS, the architecture of IaaS, the key benefits of IaaS with CloudOps; compare IaaS with SaaS, PaaS, and Bare Metal as a Service; the core components of IaaS platform and architecture, when to adopt declarative and imperative IaaS, the prominent IaaS providers, the role of orchestration in implementing CloudOps for heterogeneous deployments, the benefits of cloud orchestration along with the categories of cloud automation and orchestration tools.
CS0-002 - CompTIA Cybersecurity Analyst+: User Account Security	Identity and access management encompasses the management of on-premises and cloud-based users, groups, and roles. In this course, you'll learn how to assign only the required permissions to IAM security principles. You'll explore topics such as role creation, deploying Simple Active Directory in AWS, joining a cloud VM to a cloud-based directory service, and multifactor authentication. You'll also learn about identity federation and Windows and Linux file system permissions. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Digital Forensics	Digital forensics focuses on the proper gathering and handling of digital evidence. In this course, you'll learn about forensic hardware, software, and the chain of custody. In addition, you explore how to enable legal hold for an AWS S3 bucket, restore deleted files in Linux and Windows, and mount a Linux file system for examination. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
Malware Removal: Identifying Malware Types & Classification Approaches	Knowing how to respond to malware incidents is a critical skill for security professionals, and the first step to achieving malware response skills is understanding the types of malware you will face in the field. In this course, you'll explore different types of malware such as worms, Trojan viruses, botnets, ransomware, and rootkits. You'll then round out your knowledge by identifying the different methods used to classify a virus and determine its potential impact.
FSD Programming Languages: FSD Back End & Miscellaneous Tools	Explore the back-end languages, technologies, and frameworks used in front-end development.
Java OOP: Understanding Overriding & Hiding in Inheritance	In this course, you'll learn about method overriding, including the use of the super keyword from contexts other than within constructors. You'll also examine the somewhat surprising behavior of static methods, owing to the fact that these are statically bound.
Scrum Sprint: Review	The Sprint Review provides an opportunity to demonstrate the latest increment of finished work to the product owner and key stakeholders, and allows you to collect feedback and determine if the increment of work meets requirements and is considered done. In this course, you'll examine the concepts associated with conducting a successful Sprint Review. You'll learn how the Sprint Review fits into the Scrum framework, team roles and responsibilities, how to inspect the increment of work, and how to avoid common mistakes.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Supply Chain & Software Acquisition	In this course, you'll learn about supply chain and software acquisition. You'll explore topics such as third party software, verifying pedigree and provenance, and providing support to the acquisition process. In addition, you'll learn about compliance auditing, vulnerability response and reporting, supplier sourcing challenges, best practices for various controls, SLAs, support structure, and product deployment and configuration management. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Final Exam: Programmer	Final Exam: Programmer will test your knowledge and application of the topics presented throughout the Programmer track of the Skillsoft Aspire Programmer to Secure Agile Programmer Journey.
DEVASC: DevOps, Docker, Bash, & Unit Testing Basics	In this course, you'll learn about DevOps principles and the practices that allow you to engage in a DevOp-driven development shop. Then, you'll move on to explore some basic Docker concepts, including how to create a custom image. Next, you'll examine Bash concepts such as file system management and navigation. Finally, you'll learn about unit testing, including how it is used to maintain robust software. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
ENCOR: Wireless Roaming & Troubleshooting	Your users expect to be able to roam through the enterprise and not lose their wireless connection. This can be trickier than it sounds, especially with intercontroller Layer 3 roams. In this course, you'll learn how to configure and troubleshoot this expectation. You'll also explore tools for troubleshooting the Cisco WLAN environment, the overall approaches you should consider, and the common issues that occur. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AZ-104 - Microsoft Azure Administrator: Managing Azure Network Solutions	Azure network resources need to be managed. In this course, you'll explore Azure network resources, Azure VNet peering, and Azure ExpressRoute. You'll start by determining which Azure network configurations should be used, and how to use the portal, CLI, and PowerShell to manage VNets and subnets. You'll then learn how to manage both network interfaces and IP address resources. Next, you'll discover how to configure routing table entries, the purpose of peering Azure VNets, and how to enable Azure VNet peering. Lastly, you'll troubleshoot network issues using both Network Performance Monitor and Network Watcher, examine how ExpressRoute provides dedicated private network links to Azure, and enable ExpressRoute. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
DevOps to CloudOps for Multi-cloud	Explore the differences between DevOps and CloudOps, the challenges and best practices associated with the implementation of CloudOps, and the cloud capabilities that we needs to integrate in existing DevOps implementations to transform DevOps to CloudOps. Discover the prominent multi-cloud management tools that we can use to implement CloudOps, how to select the right multi-cloud management tool, the differences between Hybrid cloud and multi-cloud along with the architectural designs that can lead to effective multi-cloud strategy.
CS0-002 - CompTIA Cybersecurity Analyst+: Malware Threats	Social engineering is used by malicious users to trick unsuspecting victims into divulging sensitive information as well as to propagate malware. In this course, you'll learn about various types of malware and botnets and see social engineering in action. You'll also examine ransomware, reverse shells, Internet scams, and endpoint security. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
DevOps Agile Development: Agile Processes for DevOps	Discover how to apply the Lean development, Agile, Design Thinking, Greenfield and Brownfield DevOps processes to build and implement DevOps workflows and transformations. Explore the DevOps principles for modular design and microservices and how to implement Kanban workflows using Jira.
Advanced Features in Java: Wildcards and Type Capture	In this course, you'll explore how wildcards and type capture work, as well as how type erasure manifests itself in compiled bytecode. You'll start by examining how the wildcard operator, represented in syntax by the ? character, can be used in situations where you don't know up-front what type argument to specify for a particular type parameter. Next, you'll learn the three types of wildcard type parameters. Unbounded wildcards, where you know nothing at all about the type; upper bounded wildcards, which define type parameters that must inherit from a specific base class or interface; and finally lower bounded wildcards, which can be used to specify constraints in the other direction - namely that the type must be a super-class of a specified type. Next, you'll see that capture errors occur when Java is unable to infer the correct type to pencil in as the type argument for a given type parameter. Finally, you'll examine bytecode to see that whenever you create a class or method with a type parameter, Java creates just one single copy of such code, and pencils in a type parameter of java.lang.Object. It also adds various type checks to ensure that the code is used correctly. This is known as type erasure and forms the basis of the great performance of Java generics.
Java SE 13: Understanding Exception Handling in java	In this course, you'll learn about exception handling in Java with a strong conceptual foundation before moving onto practical scenarios. You'll start by examining precisely what exceptions are, and how Java's class hierarchy deals in different ways with errors, runtime exceptions, and checked exceptions. Next, you'll explore the Catch-or-Specify requirement (rule), which is enforced aggressively by Java for all checked exceptions. Finally, you'll explore the common runtime exceptions that every programmer should be familiar with, and see how IO-related code often represents special challenges in exception handling.
Java OOP: Multi-level Inheritance	In this course, you'll focus on the creation of multilevel inheritance in Java and how such hierarchies include child and grand-child classes that all inherit from a common ancestor base class. You'll explore various types of cast operations, how both upcast and downcast operations have their applications, and how downcast operations need to be performed with great care.
COMPLIANCE IMPACT: Harassment -- Chris's Story	In addition to being unlawful, harassment and discrimination in the workplace is demoralizing to its victims, and has a negative impact on the work environment. This interview illustrates how workplace harassment or discrimination affected the victim.
Final Exam: Front-End Developer	Final Exam: Front-End Developer will test your knowledge and application of the topics presented throughout the Front-End Developer track of the Skillsoft Aspire Enterprise Developer to Full Stack Developer Journey.
Final Exam: Pythonista	Final Exam: Pythonista will test your knowledge and application of the topics presented throughout the Pythonista track of the Skillsoft Aspire Python Novice to Pythonista Journey.
Excel 2019: Getting to Know Macros in Excel	If you have tasks in Excel 2019 that you do repeatedly, you can record a macro to automate those tasks. A macro is an action or a set of actions that you can run as many times as you want. When you create a macro, you are recording your mouse clicks and keystrokes.
OneDrive for Business: Using the Storage	One of the main benefits of using OneDrive for Business is working with files online. You can easily since your online OneDrive files to your computer by activating the OneDrive sync feature.
Tableau Desktop: Analyzing Data	Generally speaking, the ultimate goal of analyzing data is communicating any interesting relationships you've found. Knowing Tableau's analysis tools not only gives you the power to discover these relationships but further allows you to share your findings in dashboards. You can then bolster these dashboards with interactive tools, giving end-users the power to perform their own analysis. See how to explore data, create dashboards, and then implement interactive tools such as parameters, highlighters and more.
Java Programming: Iterative Evaluation	Examine the use of for loops, while loops, and do-while loops, which are the iterative control structures available in Java. Start with simple for-loops, the concept of the check expression, the loop variable, and the update statement. Then move to enhanced for-loops that are popular these days for iterating over arrays and collections. Explore how to entirely short-circuit a loop using the break statement, as well as how to short-circuit just this current iteration using continue. How to do all of this in the context of for loops, and while and do-while loops is covered. Discover how to identify situations where for loops are preferable to while loops (and vice versa), and how to carefully harness the great power of the break and continue statements to avoid the pitfalls of infinite loops and careless loop construction.
Mobile App Development: Testing an Android App	In this course, you'll be introduced to testing for an Android app. You'll learn about basic unit testing and functional tests that need to be performed on a virtual device. You'll also examine the role of the Espresso Framework in simplifying the coding of UI tests by recording your actions on an emulator.
DEVASC: Network Components, Connectivity, & Troubleshooting	In this course, you'll learn about network components that are commonly encountered in small to medium sized business environments. You'll then move on to examine how applications are used across a network. Finally, you'll discover basic models for troubleshooting network connectivity. This course can be used in preparation for the 200-901: DevNet Associate certification exam.

Course	Description
ENCOR: Device & Path Virtualization Technologies	In this course, you'll learn about the critical virtualization topics that are so popular today, such as hypervisors, virtual machines, and virtual switching technologies. You'll then move on to explore how to implement path virtualization in your enterprise using the Virtual Routing and Forwarding (VRF) functionality of Cisco devices. VRFs fulfill many important roles in networks today, including the enablement of software-defined functionality. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AZ-104 - Microsoft Azure Administrator: Managing Azure Virtual Machines	Discover how to create and manage Azure virtual machines. In this course, you'll explore deploying and managing Azure virtual machines, adding and encrypting VM disks, and enabling VM custom scripts. You'll start by examining Azure VM deployment requirements, and how to use the portal, CLI, and PowerShell to deploy Azure VMs. You'll then see how to use ARM to deploy Azure VMs, save a deployment as an ARM template, manage a Windows VM in Azure using RDP, and manage a Linux VM in Azure using SSH. Next, you'll see how to configure Linux VM public key authentication, enable Just-in-Time VM access, and move a VM to a different resource group. You'll continue on to see how to use VHD deployment templates, perform VM resizing, and create a VM data disk and an Azure Key Vault. Lastly, you'll see how to enable VM disk encryption and enable post deployment configurations using custom VM scripts. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Public Folders	Public folders are designed to provide an easy and effective way to collect, organize, and share information within an organization. In this course, you'll learn how to create and manage public folders in Exchange Server 2019. Also, you'll learn how to migrate public folders to Office 365 and Exchange Online while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
CS0-002 - CompTIA Cybersecurity Analyst+: Threat Monitoring	In this course, you'll learn about centralized monitoring for on-premises and cloud solutions and how this results in the timely response to business disruptions and highlights indicators of compromise. You'll examine continuous monitoring, log types, cloud logging and auditing, centralized Linux logging, Windows event log filtering, and cloud alarms. You'll also learn about the OSI model, network traffic analysis, filtering captured network traffic, e-mail monitoring, honeypots, and SIEM. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Software Development Security	Software developers must consider security at all phases of software development. In this course, you'll learn about software vulnerability testing and secure coding practices. You'll explore the software development life cycle, microservices and decoupling, application containerization, and common cloud developer services. In addition, you'll examine software and unit testing and reverse engineering for Android apps. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
SY0-601 - CompTIA Security+: Social Engineering Techniques & Attack Types	Common attack types social engineers use target victims using a long list of examples such as phishing, smishing, vishing, pretexting, pharming, tailgating, and shoulder surfing. In this course, you'll learn about various social engineering techniques including types of phishing, hoaxes, and intelligence gathering. Then you'll move on to examine influence campaigns and the reasons for social engineering effectiveness. Next, you'll learn about malware attacks including password attacks, physical attacks, supply-chain, and cryptographic attacks. Finally, you'll explore adversarial AI, and cloud-based vs. on-premise attacks. This course can be used in preparation for the CompTIA Security+ SY0-601 certification exam.
Java SE 13: Semantics of Method Invocation & Nested Classes	In this course, you'll examine three specific topics - the use of initialization blocks, the details of pass-by-value and pass-by-reference semantics, and the two types of nested classes, namely static and inner classes. You'll start by learning how both static and instance initialization blocks are defined, and when these are useful. Next, you'll explore the semantics of argument passing for primitive types, strings, and for objects. Then you'll learn about the rules and conventions that govern how nested classes are defined and used, and the considerations that govern the choice between static and inner classes.
Java OOP: Understanding Inheritance & Polymorphism in Java	In this course, you'll explore the basics of inheritance and run-time polymorphism in Java, as well as how these concepts can be used to model Is-A relationships. This includes implementing inheritance using the extends keyword and base classes, performing upcasts and downcasts, and checking whether an object is an instance of a specific class using the instanceof operator.
Skills for Project Analysts: Negotiation Skills	A crucial part of the role of a project analyst is being able to negotiate. Improve your negotiation skills by examining the benefits of negotiations, how to resolve conflicts, and the negotiation stages. Explore negotiation techniques and styles, the steps involved in negotiation, how to negotiate effectively, how to handle obstacles in negotiations, and how to avoid common mistakes.
Mentoring Secure Agile Programmer	Skillsoft Mentors are available to help you along your Programmer to Secure Agile Programmer Journey. You can reach them by entering chats or submitting an email.
Final Exam: Full Stack Developer	Final Exam: Full Stack Developer will test your knowledge and application of the topics presented throughout the Full Stack Developer track of the Skillsoft Aspire Enterprise Developer to Full Stack Developer Journey.
Final Exam: ML Programmer	This final exam will test your understanding and application of the skills covered in the ML Programmer track of the ML Programmer to ML Architect Aspire Journey.
Excel Office 365: Creating & Editing Macros	In Excel for Office 365 you can use the Visual Basic Editor to create and manage your macros. It's important to identify the key objects in your macro in order to start writing code for your Excel document.
Unit Testing in JavaScript: Exploring & Configuring the Mocha Testing Framework	This course explores the different features available in Mocha such as before and after hooks, asynchronous operations using promises and async/await, configuring different Mocha reporters, and running Mocha on the browser.
DEVASC: HTTP, APIs, & Webhooks	In this course, you'll learn about HTTP, HTTP response codes, APIs, and webhooks. First, you'll examine HTTP fundamentals and standard uses. Then, you'll move on to explore HTTP codes, what they are used for, and what they represent. You'll also learn about the various types of application programming interfaces that are available. Finally, you'll discover the some of the uses of webhooks using an example in the Cisco platform. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
AZ-104 - Microsoft Azure Administrator: Manage Azure AD Subscriptions and Costs	In this course, you'll learn how to manage Azure subscriptions and resource groups. You'll start by examining how to manage Azure subscriptions with the portal, CLI, and PowerShell. You'll move on to learn about management groups and how to create them. Next, you'll explore how to analyze Azure costs, configure a budget scope, and view billing information. You'll learn about how to work with Azure resource groups using the portal, CLI, and PowerShell. Finally, you'll learn how to create an ARM template in the portal.
AZ-104 - Microsoft Azure Administrator: Monitoring Azure Resources	Discover how to effectively monitor your Azure deployments. In this course, you'll explore individual and centralized resource logging and performance monitoring, log querying, dashboards, alert notifications and application insights. You'll start by examining logs and metrics for individual Azure resources and then move on to centralized monitoring using Log Analytic Workspaces. Next, you'll learn how to create log queries and save them to dashboards, how to analyze performance metrics, and how to configure alert notifications. Lastly, you'll see how to troubleshoot cloud network issues using Network Performance Monitor and Network Watcher. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Retention & Data Loss Prevention	Retention and data loss prevention policies help define how organizations share and protect sensitive and valuable data. In this course, you'll explore how to create and manage retention policies in order to meet operational or regulatory compliance needs. You'll learn how to create data loss prevention policies to specify conditions, actions, and exceptions to apply to messages. Lastly, you'll discover how to manage Policy Tips while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
Security Programming: Code Identification	Discover ways to recognize code from a variety of common programming languages used in security applications, in security exploits, and subject to security compromise, including: Python, C, C++, SQL, and others.
Security Programming: System Essentials	Knowing what your computer systems are doing and what they're capable of are the first steps in securing them. Much of what a computer does goes unseen if you do not know where to look. In this course, you'll explore how Linux-based systems operate, communicate, and manage the underlying information they contain. You'll learn how to connect remotely, discover networking capabilities, manage users and configuration, and investigate log files.
Final Exam: Software Product Owner	Final Exam: Software Product Owner will test your knowledge and application of the topics presented throughout the Software Product Owner track of the Skillsoft Aspire Software Project Lead to Advanced Scrum Master Journey.
Final Exam: Cloud Security Architect	Final Exam: Cloud Security Architect will test your knowledge and application of the topics presented throughout the Cloud Security Architect track of the Skillsoft Aspire Network Security Specialist to CloudOps Security Architect Journey.
Java OOP: The Role of Constructors in Inheritance	In this course, you'll learn the role of constructors and how to use the super keyword in architecting inheritance hierarchies in Java. Discover how to recognize the order of constructor invocation when a derived class object is instantiated, situations when the super keyword must be used to invoke the correct base class constructor, and how super must be used from within the derived class
Scrum Business Value: Accessing the Business Value of Scrum	Explore the Scrum meaning of Business Value and why it is important to prioritize the Product Backlog to maximize Business Value. Examine Agile estimation models, how they compare to traditional models, and how to use data analysis metrics to increase Business Value. Methods for tracking and reporting Business Value are also covered.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Security Vulnerabilities	Explore essential secure coding techniques such as versioning, peer-based code reviews, code analysis, and anti-tampering techniques. Examine how to analyze reuse code for security vulnerabilities, identify malicious code, securely reuse third party code, and securely integrate components. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Final Exam: DevOps Lead	Final Exam: DevOps Lead will test your knowledge and application of the topics presented throughout the DevOps Lead track of the Skillsoft Aspire Enterprise Developer to DevOps Engineer Journey.
Final Exam: Middle Back-End Developer	Final Exam: Middle Back-End Developer will test your knowledge and application of the topics presented throughout the Middle Back-End Developer track of the Skillsoft Aspire Enterprise Developer to Full Stack Developer Journey.
Final Exam: Vulnerability Analyst	Final Exam: Vulnerability Analyst will test your knowledge and application of the topics presented throughout the Vulnerability Analyst track of the Skillsoft Aspire Security Analyst to Security Architect Journey.
PowerPoint 2016: Configuring PowerPoint	PowerPoint is ready to use out of the box, but configuring it can make it even better. Discover how to customize the view, interface, Quick Access Toolbar, and ribbon.
Microsoft Teams: Working with Apps, Tabs & Wiki	In this course you will discover how to enrich your posts and channels in Microsoft Teams by using different of apps in multiple ways. You will learn how to install and use apps to improve your work flow and how to collaborate with others. Tabs are one way you can use other apps in Teams by adding them to a specific channel for quick access. This course will also teach you how to use the Wiki tab. Every team has a Wiki tab which is great for organizing your content into pages and sections.
Transitioning to Office 365	The Microsoft 365 subscription service proposes a set of tools that allow you to improve your collaboration with your colleagues. When switching from Office 2010, 2013 or 2016 to Microsoft 365 you'll see some interface changes that will be covered in this course.
Compliance Short: Coronaviruses and COVID-19 (Update Available)	Coronaviruses are a family of viruses that commonly occur in humans and animals. Most coronaviruses cause mild to moderate upper respiratory tract illnesses similar to the common cold and flu, and sometimes lower respiratory tract illnesses, such as pneumonia or bronchitis. Most people will experience a type of common human coronavirus in their lifetime. Coronavirus Disease 2019 (COVID-19) is the human body's reaction to the strain of novel virus known as SARS-CoV-2. In this topic, you'll learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it.
Mobile App Development: Authentication in an Android App	In this course, you'll learn how to introduce authentication and a database into your Android application. You'll discover how to integrate an app with Google's Firebase platform, with focus on its authentication service and real-time database.
DEVASC: IP Services & Operational Planes	In this course, you'll explore the concept of services, including what they are and how they are used on a network. Then, you'll move on to learn about the different operational planes on networking devices that simplify configuration via automation. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
SY0-601 - CompTIA Security+: Threat Actors, Intelligence Sources, & Vulnerabilities	When guarding against threats and vulnerabilities, it is important to understand the various sources of threat and how to leverage intelligence sources to mitigate them. In this course, you'll learn about threat actors and threat vectors, attributes of threat actors and agents, threat intelligence sources such as OSINT and the dark web, and various research sources. Then, you'll move on to examine different types of vulnerabilities, including cloud-based and on-premises, zero-day, weak configurations, third-party risks, improper patch management, and legacy platforms. Finally, you'll examine various impacts such as data loss and data breach, as you prepare for the CompTIA Security+ SY0-601 certification exam.
Advanced Features in Java: Working with Sets In Java	In this course, you'll explore the Set interface and the different Set collections available in Java. You'll learn how the Java Set interface extends Collection, and how it is used to define unordered collections in which duplicates are not allowed. You'll discover common set operations such as union, difference, intersection, and equality, as well as how these are influenced heavily by the implementation of .equals and .hashCode in the objects contained within the set. You'll cover four implementations of the Set interface - HashSet, LinkedHashSet, EnumSet, and TreeSet. Finally, you'll learn the correct implementations of the .hashCode, .equals, and .compareTo methods of user-defined objects that are to be stored in Sets.
Building ML Training Sets: Preprocessing Datasets for Classification	Explore how to implement scaling techniques such as standardizing and normalizing on continuous data and label encoding on the target to best use classification models. Examine dimensionality reduction using Principal Component Analysis.
Scrum Master: Sprint Goals & Planning	Sprint planning makes use of various consensus and estimation techniques in an effort to define a measurable Sprint goal for the Product Owner, team, and stakeholders. The Spring Goal should define what is going to be completed during the course of the current Sprint.
Cloud Security Administration: Introduction	While importing data or running workloads in the cloud, it is important to ensure security and consider various associated risks. There are regulatory certifications that help ensure that all assets in the cloud are safe and that all procedures have been implemented to protect the client's intellectual rights and data. In this course, you'll examine different government regulations, compliance, and e-frameworks. In addition, you'll learn about audit and cloud certification that can help customers understand the type of workload running in the cloud.
Mentoring DevOps Automated Tester	Skillsoft Mentors are available to help you along your Software Tester to DevOps Automated Tester Journey. You can reach them by entering chats or submitting an email.
Women in Leadership: Building Your Infrastructure for Leadership	Women face unique challenges in the workplace, including the difficulty in balancing work and family. Their experience in running both a family and a career also provides them with unique value and perspective. In this course, you'll learn how to conquer some of the challenges of career and family, including building a support system, overcoming the perfection mind-set, and reframing your limiting beliefs.
Final Exam: DevOps Engineer	Final Exam: DevOps Engineer will test your knowledge and application of the topics presented throughout the DevOps Engineer track of the Skillsoft Aspire Enterprise Developer to DevOps Engineer Journey.
Excel 2019: Creating & Editing Macros	In Excel 2019 you can use the Visual Basic Editor to create and manage your macros. It's important to identify the key objects in your macro in order to start writing code for your Excel document.
Construction: Cranes Orientation	The construction industry is typically a dangerous industry to work in. One reason for this is the danger brought on by the operation of large machinery, such as cranes. This course will provide an orientation to crane use during construction, as well as in-depth look into the various hazards associated with crane operation and safe operating practices based on guidelines established by the Occupational Safety and Health Administration (OSHA).
Artificial Intelligence: Human-computer Interaction Methodologies	In this course, you'll learn about multiple methodologies used in the HCI design process and best practices for software product development. You'll move on to explore prototyping and useful techniques for software development and maintenance. Finally, you'll examine how to continually improve HCI design for AI applications, develop personas and use cases, and conduct usability tests.
Mobile App Development: An Introduction Android Development	In this purely theoretical course, you'll be introduced to the concepts around building applications for the Android OS. You'll learn about the different pieces that come together to form an Android app, from IDEs to source and static resource files.

Course	Description
DEVASC: Python Scripting & Managing WebEx Resources	In this course, you'll learn about Python scripting and managing WebEx resources. First, you'll examine how to use Meraki SDK to query and manipulate resources. Then, you'll move on to learn how to use RESTful services and Python to manage WebEx resources. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
AZ-104 - Microsoft Azure Administrator: Managing Azure Roles & Tags	Role-based access control is used to control Azure resource access. In this course, you'll explore the management of Azure resources using RBAC and resource locking, as well as the use of resource tagging to facilitate easier searching and organization of resources. You'll start by examining how Azure roles assign permissions to different scopes. You'll then use the portal, CLI, and PowerShell to assign a built-in Azure role, as well as create and assign a custom Azure role. Next, you'll explore the benefits of resource locking, how to use the portal, CLI, and PowerShell to enable Azure resource locking to prevent modification or deletion, and use an ARM template to enable resource locking. Finally, you'll examine the benefits of tagging Azure resources, and how to use the portal, CLI, and PowerShell to tag Azure resources. This course is one of a collection of courses that helps you to prepare for the AZ-104 Microsoft Azure Administrator certification exam.
Adopting the DevOps CI/CD Paradigm	Explore the concepts of continuous delivery and continuous integration, key principles and tools for implementing them, and the differences between continuous integration, continuous delivery, and continuous deployment. Examine the Continuous Delivery Maturity Model, the use of Application Release Automation, and the criteria for selecting the right code repository solutions. Discover how to set up continuous delivery architectures, use Bitbucket to set up repositories, configure pipelines for continuous delivery, implement continuous integration workflows and continuous deployment pipelines, build continuous delivery workflows with Atlassian tools, and use GitLab as a complete DevOps platform.
SYO-601 - CompTIA Security+: Analyzing Application & Network Attacks	It is crucial that you be able to recognize various application and network attacks and be able to protect your infrastructure from them. In this course, you'll learn to analyze different application attacks such as privilege escalation, cross-site scripting, request forgery, injection, code, and APIs. You'll also look at other attacks like SSL stripping, pass the hash, and driver manipulation. Then, you'll move on to explore a variety of network attacks, including wireless, man-in-the-middle, Layer 2, DNS, DDoS, and malicious code or script execution. This course can be used in preparation for the CompTIA Security+ SYO-601 certification exam.
Malware Removal: Analyzing an Infected System	Familiarization with the different types of malware analysis and the tools used to analyze malware is a critical skill for IT security professionals. In this course, you'll explore the characteristics of malware and the impact the malware has on the infected system. You'll learn how to identify different malware analysis techniques, such as static and dynamic malware analysis, to discover activities performed by malware. You'll also examine some of the tools used to perform both static and dynamic malware analysis and how to use a disassembler to view malware code.
Final Exam: Scrum Master	Final Exam: Scrum Master will test your knowledge and application of the topics presented throughout the Scrum Master track of the Skillsoft Aspire Software Project Lead to Advanced Scrum Master Journey.
Final Exam: SecOps Engineer	Final Exam: SecOps Engineer will test your knowledge and application of the topics presented throughout the SecOps Engineer track of the Skillsoft Aspire Penetration Tester to SecOps Engineer Journey.
Java SE 13: Byte & Character Streams in Java	In this course, you'll learn about file and stream handling in Java with a strong conceptual foundation before moving onto practical scenarios. You'll start by learning how to navigate Java's complicated hierarchy of classes for dealing with byte streams and character streams. Along the way, you'll see how there are parallel class hierarchies for these two types of data - each with classes for reading to and writing from files, other streams, and using buffering for efficiency. Finally, you'll explore the theoretical aspects of Java's file and directory handling APIs.
Java OOP: The Semantics of the final & abstract Keywords	In this course, you'll learn about two specific and important aspects of Java - the final and abstract keywords. You'll examine how the final keyword can be used to mark member variables, member functions, and even entire classes and how there is a different meanings in each context. You'll move on to look at the abstract keyword. You'll discover how it can be used with classes to indicate that a given method is not implemented and how that responsibility then devolves to derived classes that inherit from the abstract class.
Final Exam: Software Project Lead	Final Exam: Software Project Lead will test your knowledge and application of the topics presented throughout the Software Project Lead track of the Skillsoft Aspire Software Project Lead to Advanced Scrum Master Journey.
Final Exam: Security Analyst	Final Exam: Security Analyst will test your knowledge and application of the topics presented throughout the Security Analyst track of the Skillsoft Aspire Security Analyst to Security Architect Journey.
Computer Vision: Introduction	In this course, you'll explore basic Computer Vision concepts and its various applications. You'll examine traditional ways of approaching vision problems and how AI has evolved the field. Next, you'll look at the different kinds of problems AI can solve in vision. You'll explore various use cases in the fields of healthcare, banking, retail cybersecurity, agriculture, and manufacturing. Finally, you'll learn about different tools that are available in CV.
Java Programming: Working with Strings & Wrapper Objects	Explore the basics of working with String objects, as well as the eight wrapper object types that Java provides for working with the corresponding eight primitive types. Discover how to initialize strings and how the manner of initialization can influence the comparison of strings. Look at the difference between the == operator and the .equals method while comparing object types, including strings. Examine how to encapsulate primitive variables into objects using the built-in wrapper classes.
API Design: API Development	As a developer, we are always looking to add value through extensibility and reusability in our code. Creating a modern API is a means of achieving that goal. In this course, you'll learn about developing APIs, potential security risks, how to deal with these risks, and how to design reusable API code. Next, you'll examine the different methods and programming languages used for consuming REST API web services. Finally, you'll explore SOAP APIs, along with constraints and best practices to consider when creating them.
DEVASC: Software Development Methodologies	In this course, you'll learn the basics of software development, including the processes, tools, and methodologies. Then, you'll move on to explore the Agile, Lean, and Waterfall software development methodologies in greater detail, including their principles and why they should be considered for use with teams. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
DEVASC: Working with Git	In this course, you'll learn about using Git for project management. First, you'll learn how to use Git on your local computer for version control. Then, you'll move on to explore using Git with remote repositories stored on GitHub. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
AZ-104 - Microsoft Azure Administrator: Azure Policies	Azure policies can be used to control resource creation, management, and configuration. In this course, you'll learn about Azure policies, including policy assignment, compliance, and remediation. You'll examine Azure policies and how they apply Azure permissions. You'll discover how to use the portal, CLI, and PowerShell to assign a built-in Azure policy, as well as how to create a custom policy. Lastly, you'll learn how to view Azure policy compliance, and view and apply policy remediations. This course is one of a collection of courses that can be used in preparation for the AZ-104 Microsoft Azure Administrator certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Management Tools	Explore the business case for using Azure and common management tools. In this course, you'll examine how Azure solutions can address business needs and which tools can be used to achieve this. You'll start by learning about common Azure solutions and which business problems they address. Next, you'll learn how to use the Azure portal and Cloud Shell, PowerShell, and the command line interface to deploy and manage Azure resources. Lastly, you'll learn how Azure services are exposed to developers through APIs. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Offline Address Books (OAB)	An offline address book is a copy of a user address book that can be downloaded and used in an offline environment. In this course, you'll explore offline OABs in Exchange Server 2019 and Exchange Online, including how to create, use, and manage them. You'll start by examining the fundamentals of OABs, as well as OAB generation and the Mailbox Assistant. You'll then explore the OAB distribution process, planning a deployment, and moving OAB generation to another server. Next, you'll see how to download OABs using Outlook and how to use PowerShell to create an OAB. You'll continue on to see how to add and remove address lists from OABs and how to change the default OAB using Exchange Online PowerShell. You'll learn how to assign an OAB to users and how to remove an OAB using Exchange Online PowerShell. Lastly, you'll see address book policies, including how to create them using the Exchange Management Shell. These topics will help prepare you for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
Azure DevOps: Repository & Pipeline Management	In this course, you will learn about the DevOps workflow and Azure-specific patterns for automating DevOps workflows, as well as prominent Azure tools and technologies that can be used to implement DevOps and CloudOps practices. You'll learn about the different types of version control provided by Azure Repos, along with the key elements and artifacts used in Azure Repos to manage version control and workflows. You'll examine how to create and synchronize local Git repositories with centralized Git repositories in Azure DevOps, use Azure DevOps to create and manage branches, and manage technical debts. Finally, you'll discover how to create Azure CI/CD pipelines, use Azure Pipelines to implement CI/CD for Node.js applications, and automate and execute test cases for web applications.
Azure DevOps: Managing Agile Lifecycle	In this course, you'll learn how to plan, track, and monitor Sprints with Azure Boards, as well as examine prominent features of Azure Artifacts and best practices for managing and sharing packages. You'll also learn about the configuration management and monitoring capabilities of Azure DevOps and how to use Azure Pipelines to set up continuous deployment for containerized applications to Azure Kubernetes Service. Next, you'll discover how to create various test artifacts, use Azure DevOps to discover, install, and publish NuGet, NPM, and Maven packages, and configure Ansible instances on VMs using Ansible Solution Template. Finally, you'll learn how to use Ansible to configure Azure Kubernetes Service clusters in Azure, create resource groups, create AKS clusters within resource groups, and use Azure Blueprint to create, deploy, and update compliant environments.
GCP DevOps: CloudOps with Google Cloud Platform	Explore the features of Google Cloud Platform, Google Kubernetes Engine, best practices for operating containers, and how to build cloud-native applications using the CloudOps methodology. Examine how Google Cloud Source Repository compares to GitHub and how the automated deployment capabilities of Google Cloud Deployment Manager compare with Terraform. Delve into the machine learning, artificial intelligence, and analytical capabilities of Google Cloud Platform, along with the essential design patterns for connecting Google Cloud Platform with other cloud platforms. Discover how to create and configure Google Kubernetes Engine clusters, deploy applications across multiple Kubernetes clusters, create repositories and manage code with Google Cloud Source Repository, and deploy applications from Cloud Source Repository to App Engine. How to automate the configuration of Google Cloud Platform resources and application deployment with Google Cloud Deployment Manager, create virtual machine instances on Google Cloud Platform, build applications with Terraform, configure AutoML and BigQuery to manage large volume of data and build ML models, set up fully-managed real-time messaging environments, and transfer data between Google Cloud Platform and other Cloud service providers are also covered.
Network Survey & Extraction: Network Analysis	Knowing what devices and services are running on a network is an essential part of computer security. Being able to effectively scan a network is the first step in securing it. In this course, you'll learn how to discover and analyze networks through scanning. First, you'll explore common network scanning tools, how to identify network vulnerabilities, and how to perform reverse IP lookup. You'll then move on to learn how to identify services and operating systems, and about scanning techniques such as UDP, stealth, connect, zombie, and ARP scanning.
Network Survey & Extraction: Network Monitoring	Developing techniques to scan and monitor networks is a process of discovery. Being able to continuously monitor or schedule regular tests for vulnerabilities is part of the ongoing battle of network security. In this course, you'll learn to test and take inventory of network hosts so you can monitor more effectively. First, you'll examine methods for actively monitoring and collecting data, as well as strategies for reporting and sharing results. You'll then move on to tools to catalog, compare, filter, and test services, so that any anomaly can be picked up in your scanning activities.
Final Exam: Advanced Scrum Master	Final Exam: Advanced Scrum Master will test your knowledge and application of the topics presented throughout the Advanced Scrum Master track of the Skillsoft Aspire Software Project Lead to Advanced Scrum Master Journey.
Scrum Sprint: Retrospective	The Sprint Retrospective is an opportunity for the development team to reflect on the previous sprint, determine what went well, and identify opportunities for improvement for the next sprint. In this course, you'll examine the concepts associated with productive Sprint Retrospectives. You'll learn about the key elements of a retrospective event, how the team inspects its performance, common tools and techniques, and the role of the scrum master.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Software Deployment & Management	In this course, you'll learn about different software pre- and post-release activities such as the pre-release testing process, completion criteria, risk analysis, incident response, and disaster recovery. You'll examine environment hardening, security testing, problem and change management, and patch and vulnerability management. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle Professional certification exam.
Business Continuity Programs	Whether it is a natural disaster that sweeps through your city, a computer virus that destroys vital electronic information or a pandemic that limits employee mobility, businesses need to be able to recover their services and operations as soon as possible if such a disaster does occur. A Business Continuity Program involves planning the recovery of operations through business continuity planning (BCP) when confronted with adverse events such as pandemic, natural disasters, technological failures, human error, and terrorism.
Final Exam: Security Architect	Final Exam: Security Architect will test your knowledge and application of the topics presented throughout the Security Architect track of the Skillsoft Aspire Security Analyst to Security Architect Journey.
Excel Office 365: Getting to Know Macros in Excel	If you have tasks in Excel Office 365 that you do repeatedly, you can record a macro to automate those tasks. A macro is an action or a set of actions that you can run as many times as you want. When you create a macro, you are recording your mouse clicks and keystrokes.
Microsoft Teams: Using Teams & Channels	In this course, you are going to learn how to create teams and channels. Once you know how to make new teams you can then find out how to configure team settings such as the logo, description, and channels within them. You can also manage team members' roles and access to your team.
Tableau Desktop: Presenting & Delivering Vizzes	Once you've finished analyzing your data in Tableau Desktop, it's time to present your results and share your insights with the world. Tableau has a number of ways you can share your findings. You can compile your sheets into dashboards or stories, and then implement actions to better communicate your information. You can also share, publish, and print your workbook to ensure that everyone benefits from the data you've been working on, no matter what software or device they're using.
Java Programming: Working with Primitive Data Types	Explore the eight primitive types available in Java and how variables of these types can be defined and used. Discover how to create arrays of both primitive and object types, print their contents, and access individual elements. Finally, examine how to create enumerated types, commonly known as enums, and how to work variables of such types.
Git & GitHub: Introduction	Explore the concepts of version control systems in general and Git in particular. Examine a broad overview of what Git has to offer, from the distributed nature Git repositories to features such as branching. We also look into GitHub - a service which enables the hosting of a Git repository online.
DEVASC: DevNet Overview & Setting up Tools in Linux	This series of Cisco Certified DevNet courses is designed to help the software developer, networking professional, IT professional, and DevOps specialist prepare for Cisco's DevNet Associate (200-901) certification. While this certification has no formal exam prerequisites, these courses will provide important information on what content you should cover, as well as how much real-world experience you should have. In this first course, you'll get started in your exam preparation by learning how to configure development and virtualization tools in Linux.
AWS Professional Solutions Architect 2020: Resource Monitoring & Performance	Discover how to monitor your AWS resources through VPC flow logs, CloudWatch, and CloudTrail. Examine how to improve app performance using the CloudFront content delivery network, auto scaling, and database caching with ElastiCache. This course can be used in preparation for the AWS Certified Solutions Architect - Professional SAP-C01 certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Compliance	Exchange offers numerous security and compliance features to help preserve e-mail records, meet regulatory requirements, and fulfill eDiscovery requests. In this course, you'll learn about features such as encryption, archiving, and auditing reports, as well as In-Place Holds and Litigation Holds. You'll also examine S/MIME, journaling, and the Content Search eDiscovery tool. This course can be used in preparation for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.

Course	Description
Applying Design Patterns in DevOps & CloudOps Automation	Discover how to implement and improve DevOps practices, tools that can be used across various development and operations processes, and how to set up DevOps architecture to improve the delivery of value. Explore essential DevOps and CloudOps design patterns used to enable DevOps and CloudOps in the enterprise, how to implement continuous deployment, and how to scale applications using cloud services. Examine the DevOps Operational Model, essential cloud design patterns that can be applied when building cloud-based applications to achieve continuous operations in public and private clouds, and critical patterns for implementing automation in DevOps and CloudOps workflows. How to build scalable architecture in AWS and how to design applications by applying the Runtime Reconfiguration pattern is also covered.
DevOps Automation Across Platforms: CloudOps for Multi-cloud Deployments	In this course, you'll explore the concept of multi-cloud, the benefits of adopting the multi-cloud strategy, and the multi-cloud architecture design for application and cloud environment management. You'll discover the challenges of hybrid and multi-cloud deployments, how to use the right hybrid and multi-cloud architecture patterns, the common network topologies for hybrid and multi-cloud setup, the critical challenges associated with multi-cloud environments, and the frameworks for eliminating these challenges. In addition, you'll learn about CloudOps characteristics that are applied to build cloud management platforms, the tools provided by AWS, Azure, and GCP to implement multi-cloud environments, the critical patterns for building cloud-specific automations in DevOps pipelines, and with how to create multi-cloud environments with Azure and AWS.
Managing Multi-cloud Containers Using Kubernetes	In this course, you'll explore the prominent tools and add-ons that can be used to manage the deployment and life cycle of Kubernetes. You'll move on to learn about the essential patterns that can be used with Kubernetes to create production-level and heterogeneous deployments, as well as how to reduce the complexity and risks of multi-cloud strategy with Kubernetes. Next, you'll examine the solution architectures that can be built using Kubernetes and Docker, along with the use of Kubernetes Deployment patterns to deploy application stacks. You'll discover how Kubernetes Cluster Federation can help coordinate the configuration of multiple Kubernetes clusters and the Kubernetes Extension and Operator patterns that can help improve Kubernetes cluster management capabilities. You'll learn how to implement Fixed and Recreate deployment strategies, implement Zero Downtime and No Concurrent Versions deployment by applying the Blue/Green deployment strategy, implement Canary testing, and install and configure multi-cloud single node Kubernetes clusters on Ubuntu and AWS to deploy Kubernetes services and manage multi-cloud orchestration.
CS0-002 - CompTIA Cybersecurity Analyst+: Attack Types	Understanding how malicious users execute attacks allows technicians to better protect assets against these threats. In this course, you'll learn about reconnaissance and Wi-Fi vulnerabilities, attacks, and tools. You'll examine various attack types, including injection overflow, cross-site scripting, XML, DoS, ARP poisoning, and password. Finally, you'll learn about web browser compromise, the OWASP Top 10, using OWASP ZAP to test web application security, and using John the Ripper to crack user passwords. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) certification exam CS0-002.
CS0-002 - CompTIA Cybersecurity Analyst+: Network Scanning & Traffic Analysis	Discover how vulnerability scanning can detect weaknesses while pen testing exploits weaknesses. Explore these activities along with how intrusion detection and prevention help secure networks, hosts, apps and data for organizations. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
DevOps Smart Failure: Fail Fast & DevOps	Explore the concept of fail fast in DevOps and software development, how to prevent failure, and the scenarios of adopting fail fast systems. Examine the prominent software development techniques for fail fast, along with the implementation of fail fast principles in software development. In addition, discover how to set up fail fast development and operations environment, set up Jenkins pipelines for fail fast management, and enforce fail fast in Maven.
Final Exam: QA Specialist	Final Exam: QA Specialist will test your knowledge and application of the topics presented throughout the QA Specialist track of the Skillsoft Aspire Software Tester to DevOps Automated Tester Journey.
Final Exam: Secure Programmer	Final Exam: Secure Programmer will test your knowledge and application of the topics presented throughout the Secure Programmer track of the Skillsoft Aspire Programmer to Secure Agile Programmer Journey.
Advanced Database Security Development	Explore data platform options along with their strengths and weaknesses. Examine MS Azure SQL Database advanced security options, such as access management, authentication, auditing, data classification, and vulnerability assessment. Discover how to use the MS Entity Framework to generate a database schema using a Code First approach.
Advanced Features in Java: Working with Maps in Java	In this course, you'll explore the Map interface and the different Map implementations available in Java. You'll learn how the Map is not a collection at all, but how it can be used to associate keys and values, and obtain collection objects that represent those keys and values. You'll see how no duplicates are allowed in keys, which effectively constitute a Set. You'll explore three implementations of the Map interface - HashMap, LinkedHashMap, and TreeMap. Next, you'll learn the finer points of how these map implementations check for duplicates. Finally, you'll examine the correct implementations of the .equals, .hashCode, and .compareTo methods in objects that are to be stored in maps.
Java SE 13: Correctly Using Try-Catch-Finally Blocks	In this course, you'll deeply examine the try-catch-finally code structure that forms the bedrock of exception handling in Java. You'll start by learning how code that might result in exceptions is enclosed within a try block, signaling to Java that normal program might be disrupted here. Next, you'll explore the details of the catch blocks - including the use of multiple catch blocks, the use of theoperator, and how catch blocks for related exceptions must be arranged. Next, you'll examine the finally block, which is used to ensure the correct release of resources such as file handles and database connections, no matter what handled or unhandled exceptions arise in the try block.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Secure Software	In this course, you'll learn how to perform secure software testing by tracking security errors, securing test data, and verifying and validating testing results. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Professional in Human Resources: Introduction to PHRÂ® Exam	In this course, you'll discover the qualifications for HR certification and who is eligible. You'll also learn about the contents of the PHRÂ® Exam by HRCIÂ® and how the test is constructed. In addition, you'll try the HR skill assessment tool to determine skill level and develop a personalized study plan.
Final Exam: DevOps Developer	Final Exam: DevOps Developer will test your knowledge and application of the topics presented throughout the DevOps Developer track of the Skillsoft Aspire Enterprise Developer to DevOps Engineer Journey.
Excel Office 365: Managing Data	Excel offers a set of tools that allows you explore more in detail data analysis and complex formulae. If you need to work with data from other sources, you can import and edit data from a text and a .csv file.
Tableau Desktop: Enhancing Data Visualizations	The most effective data visualizations are the ones that clearly communicate their findings. A key part of this communication is formatting. Tableau Desktop provides a wide range of formatting tools that you can use to change your view's style, and ultimately increase its interpretability. Tableau Desktop also provides extra analytic features - including bands, bullets, plots, and forecast tools - that can help enhance your visualizations.
Zoom: Creating, Joining & Managing	Zoom is an online communication platform that you can access from its web page or by downloading the application. You can use the different features to easily set up and hold meetings from your home.
Process Safety Management (PSM) Programs	This course is designed to help managers and supervisors who work at industrial process plants understand their responsibilities for preventing or minimizing the consequences of a catastrophic release of toxic, reactive, flammable, or explosive highly hazardous chemicals, or HHCs, from a chemical process. The content in this course is designed to overview the 14 mandatory elements of the OSHA Process Safety Standard, OSHA 1910.119, with a focus on understanding of the reasons for the required PSM elements.
Java Programming: Arithmetic & Logical Operations	Delve into the semantics of the logical and arithmetic operators in Java and how small changes in an expression can lead to profound changes in the output. Explore boolean operators, comparison operators, and the use of parentheses. Discover the subtleties of unary operators - pre- and post-increment and decrement - and how they can yield code that is very concise, but somewhat hard to understand.
Automated Testing: Design Patterns	In this course, you'll explore automated testing and design patterns, as well as API testing tools, and the roles and responsibilities of software designers during the automated testing process. You'll start by examining the importance and benefits of automated testing, and the roles and responsibilities of software developers when performing automated testing. You'll then explore how to effectively use unit tests in automated testing, how automated testing can be used to perform functional testing, and how API testing compares with traditional software testing features. Next, you'll examine the use of design patterns in automated testing, common automated testing design patterns, and tools and frameworks that can be used in API testing. You'll then see how to navigate with Selenium WebDriver and how to construct a Selenium page object for a test case. Lastly, you'll see how to use a Selenium page object to create a unit test and implement automated web testing using Selenium unit tests.
DEVASC: IPv4 Addressing, Binary Conversion, & Subnetting	In this course, you'll learn about IPv4 addressing, including its importance and how an address is broken down. You'll then move on to discover how to perform basic binary conversion and how IPv4 addresses are divided into network and host IDs. Finally, you'll learn how to make efficient use of a block of network addresses. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
ENCOR: WLAN Layer 1 & Access Point Concepts	Before you can effectively implement and troubleshoot wireless LANs, you need to understand the basics of how they function at a low level. In this course, you'll learn the basics of Layer 1 principles in Wi-Fi networks. You'll discover how Cisco WLAN access points tend to be very flexible, and some even permit either autonomous or lightweight operation in a single device. Finally, you'll examine important concepts involving these critical layer devices. This includes a look at the many different modes of operation they can work with. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AZ-104 - Microsoft Azure Administrator: Managing Azure Storage Accounts	In this course, you'll learn how to create and manage cloud storage with Azure storage accounts using GUI and command line tools. You'll explore how to create and manage Azure storage accounts, upload content, enable replication, and methods for accessing storage accounts. You'll start by examining the details of Azure storage accounts such as storage tiers, and how to use the portal, CLI, and PowerShell to manage Azure storage accounts. You'll then see how to limit network access to a storage account, use the portal, CLI, and PowerShell to manage storage account blobs, and use AzCopy to upload blobs to a storage account. Next, you'll learn how to use the portal to manage blob lifecycle policies, and enable Azure AD authentication for a storage account. You'll continue on to discover how to refresh storage account access keys, create a storage account shared access signature, and enable storage account replication. Lastly, you'll install and use the Azure Storage Explorer tool, enable blob soft delete, and use customer-managed keys to encrypt cloud data. This course is one of a collection of courses that helps to prepare learners for the AZ-104 Microsoft Azure Administrator certification exam.
AZ-104 - Microsoft Azure Administrator: Azure App Service & Batch Jobs	Discover how to manage App Service web applications and Azure Batch jobs. In this course, you'll learn about deploying and managing web apps, configuring Azure Batch, and managing Azure application container solutions. You'll start by examining how to use the portal to deploy code-based and container-based web apps as well as app service plans. You'll then see how to modify the container image used by a web app and how to deploy a web app using Microsoft Visual Studio. Next, you'll learn how to configure web app custom DNS domain names, enable an HTTPS binding, manage deployment slots, configure scaling, and enable web app backups. Finally, you'll explore how to create an Azure Batch account, configure a batch job, deploy an Azure Kubernetes cluster, and deploy an Azure Container Instance. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
MS-201 - Implementing a Hybrid and Secure Messaging Platform: Migration	In this course, you'll learn how to migrate mailboxes, e-mail, and contacts in an Exchange Hybrid environment. In addition to moving mailboxes, you'll learn the benefits of using the Office 365 mail migration advisor, a tool that can recommend the best migration path and assist with the management of users and user access. Lastly, you'll learn how to troubleshoot mailbox migration while preparing for the MS-201 Implementing a Hybrid and Secure Messaging Platform certification exam.
Security Programming: Scripting Essentials	In this course, you'll learn about the basic elements of Bash and Python scripting. First, you'll examine the use of variables, conditionals, loops, and functions in the Bash shell scripting language. Then you'll move on to learn about variables, conditionals, loops, functions, module imports, file reading and writing.
Final Exam: Software Tester	Final Exam: Software Tester will test your knowledge and application of the topics presented throughout the Software Tester track of the Skillsoft Aspire Software Tester to DevOps Automated Tester Journey.
Advanced Features in Java: Getting Started with Java Collections	In this course, you'll be introduced to Java collections and explore the details of how the Lists part of the Collections framework works. You'll start by learning how arrays are a rudimentary form of containers with some similarities to ArrayLists. Next, you'll explore the limitations of arrays, namely their fixed length and limited API support. You'll then move on to ArrayLists and explore how ArrayLists mitigate the weaknesses of arrays while still retaining their advantages. You'll learn how to instantiate an ArrayList and iterate over it using while loops, ordinary for-loops, and enhanced for-loops. Finally, you'll examine how to access and modify specific elements in an ArrayList.
Java SE 13: Streams for Primitive Types, Objects, & Buffered IO	In this course, you'll focus on Java's parallel class hierarchies for working with byte and character data and the various variants available to you. You'll start by learning how buffered stream handling is more efficient and saves on unnecessary IO. You'll examine how the BufferedInputStream and BufferedOutputStream objects wrap around underlying InputStream and OutputStream objects for byte data, and in an exactly analogous manner the BufferedReader and BufferedWriter objects wrap around underlying Reader and Writer objects for byte data. This use of nested objects that all descend from a common base class is an excellent example of the Decorator design pattern in action.
Anomaly Detection: Aspects of Anomaly Detection	Network anomalies are behaviors or activities that deviate from the norm. It is important that security professionals learn to monitor for these anomalies in network traffic because the traffic could be malicious traffic. Explore the role network and security professionals play in detecting and addressing anomalies, determining if anomalies are malicious, and best practices in monitoring and detection.
Certified Secure Software Lifecycle Professional (CSSLP) 2019: Governance,	Explore governance, risk, and compliance topics that include regulations and compliance, risk management, and strategies. This course may be used in preparation for the CSSLP: Certified Secure Software Lifecycle ProfessionalÂ certification exam.
Final Exam: Python Journeyman	Final Exam: Python Journeyman will test your knowledge and application of the topics presented throughout the Python Journeyman track of the Skillsoft Aspire Python Novice to Pythonista Journey.
Microsoft Teams: Making calls, Organizing contacts & Using voicemail	Microsoft Teams allows you to make calls in order to communicate with your different contacts. In this course you are going to learn how to make audio calls, video calls and how to organize your contacts. It will also cover Teams' voicemail feature which is useful for leaving or receiveiing voice messages if you or a contact isn't available. You will also learn how to share your screen to better illustrate yous calls.
Artificial Intelligence: Human-computer Interaction Overview	When developing AI application, it is important to play close attention to human-computer interaction (HCI) and design the application for specific users. In this course, you'll learn about HCI studies and how they apply to AI product development. You'll examine HCI history, research trends, and commonly used tools. You'll also learn about identifying potential users, the context of using the application, and creating user tasks and interface mock-ups.
DEVASC: Setting up Development & Virtualization Tools in Windows	In this course, you'll learn how to set up development and virtualization tools in Windows. First, you'll examine how to set up development tools such as Python, Git, Visual Studio Code, and Postman. Then, you'll move on to learn how to set up virtualization tools such as Vagrant, VirtualBox, and Docker. This course can be used in preparation for the 200-901: DevNet Associate certification exam.
DEVASC: Code Organization, Design Patterns, & Version Control	In this course, you'll learn about code organization, design patterns, and version control. First, you'll examine common practices for code organization, including examples in GitHub, Python, Go, and C++. Next, you'll move on to explore common design patterns, such as the Model-View-Controller and Observer patterns. Finally, you'll delve into how you can use version control to record the state of software elements at certain points in time. This course can be used in preparation for the 200-901: DevNet Associate certification exam.

Course	Description
AZ-104 - Microsoft Azure Administrator: Managing Azure Files	Azure file sharing and synchronization is a key skill for an Azure administrator. In this course, you'll explore using Azure Files for creating and managing cloud-based shared folders, as well as file synchronization using Azure File Sync. You'll start by examining how Azure file shares enable shared folders in the cloud, and how to use the portal, CLI, and PowerShell to manage Azure file shares. You'll then learn how to map a drive to Azure file shares using Windows, and map a mount point to Azure file shares using Linux. Lastly, you'll examine the purpose of Azure File Sync, and how to enable an on-premises Azure File Sync gateway. This course is one of a collection of courses that prepares learners for the AZ-104 Microsoft Azure Administrator certification exam.
CloudOps Interoperability: Modeling Cloud Computing for Integration	In this course, you'll explore the categories of cloud computing portability and interoperability, the interfaces of the Distributed Computing Reference Model, the standardization required for cloud computing portability and interoperability, and the application design principles that can provide better interoperability. You'll learn about the taxonomy of the Cloud Ecosystem Reference Model for designing interoperable cloud architectures, the Enterprise Architecture Principles of the cloud ecosystem that can help maintain consistency and integrity of enterprise architectures, and the prominent cloud deployment models and when to adopt which model. You'll also examine the benefits of achieving cloud interoperability and maximizing portability, the challenges of achieving interoperability between diversified cloud components, the key elements of Interoperability and portability for cloud services, what to consider when defining hybrid cloud strategy, the process-oriented classification of cloud migration, and features exhibited by public, private and hybrid cloud.
CS0-002 - CompTIA Cybersecurity Analyst+: Cloud Computing	Many organizations are using or are migrating on-premises IT systems and data into cloud environments. In this course, you'll learn about cloud computing, include public, private, community, and hybrid cloud. You'll also examine service models such as Infrastructure as a Service, Platform as a Service, Software as a Service, and Infrastructure as Code. This course can be used in preparation for the CompTIA Cybersecurity Analyst (CySA+) Certification Exam CS0-002.
Final Exam: Incident Response Leader	Final Exam: Incident Response Leader will test your knowledge and application of the topics presented throughout the Incident Response Leader track of the Skillsoft Aspire Penetration Tester to SecOps Engineer Journey.
Advanced Features in Java: Working with Lists in Java	In this course, you'll focus on ArrayLists, which are a specific instantiation of the List interface. You'll learn about the List, Collection, and Iterable interfaces, and how the different list implementations such as ArrayList, Vector, and LinkedList, implement these interfaces. You'll then explore different iteration operations over lists and the ListIterator object. You'll see how to avoid ConcurrentModification exceptions, which can occur if code attempts to simultaneously iterate over a list and modify that list's contents. Next, you'll learn how to perform range-view operations on lists. Finally, you'll examine the shallow-copy nature of range-views, and how, when you modify an element in a range-view, the elements in the underlying list are being modified as well.
Security Architect: Secure Coding Concepts	Explore secure coding from the standpoint of a security architect, including best practices for both security design and architecture implementation, and the level of influence needed by the security architect to influence secure coding practices.
Professional in Human Resources: HR Organization	What is human resources — people or function? In defining this nucleus, you'll explore both — what it means to the company, its function, roles, responsibilities, and essential measurements. You'll learn how HR can be effective for the organization while providing value to its stakeholders. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Professional in Human Resources: HR Tools and Processes	Every profession has its bag of tricks, and HR is no different — HR borrows from everyone else! In this course, you'll learn about some of the essential tools and processes to help become a trusted partner and adviser. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Professional in Human Resources: Talent Planning	As the economic pendulum swings, top talent comes and goes and the replacement effort starts over, or can even shift. In this course, you'll learn how HR can aid in assessing the workforce and helping to find top talent with the right tools in place. You'll examine talent planning, forecasting, flexible staffing, structural workforce change, business restructuring, and transition techniques. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Professional in Human Resources: Talent Sourcing	Great branding isn't just for marketing. Employees are consumers too, and that same marketing power should also be directed toward the employer brand to help create great candidate experiences and attract the best and brightest talent. Recognizing that the US is in the midst of a talent shortage, HR is forced to become more creative and prescriptive in sourcing efforts. In this course, you'll learn how to create a sustainable talent pipeline. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Professional in Human Resources: Recruiting	Short-term hires are costly, so HR wants to yield the highest ROI by ensuring a good fit for both employer and employee. In this course, you'll explore the life cycle of landing the right candidates. You'll also learn why it's important to gain a solid foundation of the laws and current trends, which will all help you become more effective at recruiting. This course can be used in preparation for the HR Certification Institute® (HRCI®) PHR® certification exam.
Leading in the Post-pandemic Workplace	It's safe to say that the world-wide COVID-19 pandemic has affected nearly every human life on the planet. It has wrought disruption, hardship, loss, grief, sickness, and death to a global population. And its effects will linger for years.
Navigating the Post-pandemic Workplace	It's safe to say that the world-wide COVID-19 pandemic has affected nearly every human life on the planet. It has brought with it significant changes to the ways we live and work, turning terms like social distancing and quarantine into household words.
Excel 2019: Working with Macros in Excel	If you are using your Excel worksheet to input data, you can create form to fill out you worksheets more easily. With the VBA editor you can insert, edit and customize your forms to make inputting data easier for your users.
Excel Office 365: Working with Macros in Excel	If you are using your Excel worksheet to input data, you can create form to fill out you worksheets more easily. With the VBA editor you can insert, edit and customize your forms to make inputting data easier for your users.
Office 365: Spring 2020 Update	As a Microsoft 365 subscriber, you'll get constant updates on your Office tools. In this update you'll see what's new in Excel, Word and PowerPoint 365 in Spring 2020.
Slack: Using Channels	Channels allow you to communicate with your team regarding specified topics. Channels can be public or private depending on the criteria defined by the channel creator.
Slack: Using Private Messaging & Communication Tools	Slack breaks barriers and empowers organizations to communicate globally or privately. Explore Slack's private messaging. You can message individual users or create private chat groups. Slack also enables you to call and create conference calls to work with your team remotely.
Slack: Creating, Finding & Sharing	Slack's collaboration functionality extends well beyond text messaging. You can add apps to integrate services such as Google Drive, Twitter and RSS feeds to animate your channels.
Pandemics	The Center for Disease Control (CDC) once estimated that if a pandemic virus was to hit the US, approximately 200,000 to 2 million people could possibly die. This was based on models from past pandemics — the Spanish Flu (1918), the Asian Flu (1957), and the Hong Kong Flu (1968). The government further estimated that up to 40% of the workforce could be absent from work at the height of a pandemic wave. The potential impact on the social and economic infrastructure is enormous. When the H1N1 Pandemic of 2009 occurred, CDC estimated there were between 151,000 and 575,400 deaths worldwide in the first year. Since then, advances in science and preparedness have been implemented to prevent outbreaks from reaching pandemic proportions. Great strides have been made in monitoring and detection, risk assessment, prevention and treatment. These advances are outlined in the Department of Health and Human Services Pandemic Influenza Plan. This plan, an update of the 2005 National Strategy for Pandemic Influenza Implementation Plan, outlines the roles and responsibilities of governmental and nongovernmental entities, but clearly indicates that the center of gravity for pandemic response will be at the community level. According to the plan, 'sustaining the operations of critical infrastructure under conditions of pandemic influenza will depend largely on each organization's development and implementation plans for business continuity of operations under conditions of staffing shortages and to protect the health of their workforce.' In other words, it is essential for all institutions and businesses to develop their own pandemic plan.
Global Safety Short: Coronaviruses and COVID-19 (English)	Coronaviruses are a family of viruses that commonly occur in humans and animals. Most coronaviruses cause mild to moderate upper-respiratory tract illnesses similar to the common cold and flu, and sometimes lower-respiratory tract illnesses, such as pneumonia or bronchitis. Most people will experience a type of common human coronavirus in their lifetime. Coronavirus Disease 2019 (COVID-19) is a novel coronavirus caused by the human body's reaction to the strain of the virus known as SARS-CoV-2. In these topics, you'll learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it.
Compliance Brief: Filtering Facepiece Respirators and Masks	Filtering facepiece respirators and masks are types of respiratory protection that are used to safeguard workers and/or those with whom they closely interact. N95 respirators, surgical masks, dust masks and cloth face coverings are designed for different uses. This course will provide information on the types of masks, the protection they provide and how, specifically, to inspect, don, doff and dispose of an N95 respirator.
Cognitive Models: Overview of Cognitive Models	To implement cognitive modeling inside AI systems, a developer needs to understand the major differences between commonly used cognitive models and their best qualities. Today cognitive models are actively utilized in healthcare, neuroscience, manufacturing and psychology and their importance compared to other AI approaches is expected to rise. Developing a firm understanding of cognitive modeling and its use cases is essential to anyone involved in creating AI systems. In this course, you'll identify unique features of cognitive models, which help create even more intelligent software systems. First you will learn about the different types of cognitive models and the disciplines involved in cognitive modeling. Further, you will discover main use cases for cognitive models in the modern world and learn about the history of cognitive modeling and how it is related to computer science and AI.
Cognitive Models: Approaches to Cognitive Learning	Practice plays an important role in AI development and helps one get familiarized with commonly used tools and frameworks. Knowing which methods to apply and when is critical to completing projects quickly and efficiently. Based on code examples provided, you will be able to quickly learn important cognitive modeling libraries and apply this knowledge to new projects in the field. In this course, you'll learn the essentials of working with cognitive models in a software system. First, you will get a detailed overview of each type of learning used in cognitive modeling. Further, you will learn about the toolset used for cognitive modeling with Python and recall which role cognitive models play in AI and business. Finally, you will go through various cognitive model implementations to develop skills necessary to implement cognitive modeling in real world.
Computer Vision: AI & Computer Vision	In this course, you'll explore Computer Vision use cases in fields like consumer electronics, aerospace, automotive, robotics, and space. You'll learn about basic AI algorithms that can help you solve vision problems and explore their categories. Finally, you'll apply hands-on development practices on two interesting use cases to predict lung cancer and deforestation.
Python AI Development: Introduction	Python is one of the most popular programming languages and programming AI in this language has many advantages. In this course, you'll learn about the differences between Python and other programming languages used for AI, Python's role in the industry, and cases where using Python can be beneficial. You'll also examine multiple Python tools, libraries, and use environments and recognize the direction in which this language is developing.
API Development: Framework Security	With all of the options available today, navigating API frameworks can be a challenging task. In this course, you'll learn about API security best practices for developing REST and SOAP-based APIs, as well as how to secure each type of API. You'll also examine the ASP.NET Web API framework, and JAVA, PHP, Node.js, and Python API frameworks. Lastly, you'll learn how to work with both the JAVA REST and PHP REST API frameworks.
API Design: API Strategy & Design	A sustainable API comes from creating a solid foundational design. To achieve this goal, a developer must use best practices along with the right tools. In this course, you'll learn strategies for designing reusable API web services as well as methods for determining the API's maturity level. Next, you'll explore the tools available with Swagger, including the API editor, the API code and client generator, the REST API documentation tool, and the REST API testing tool. Finally, you'll learn about methods and tools for designing REST APIs such as Swagger, OpenAPI, and YAML.
Patterns in Programming: Patterns in API Programming	Design patterns help programmers resolve common issues by formalizing best practices. In this course, you'll explore API-specific patterns and how they relate to API services. You'll start by learning about the differences between stateful and stateless API patterns, as well as content negotiation, URI templates, Design for Intent, and how each relates to API services. You'll then move on to examine the methods for performing versioning, bulk operations, and pagination with API services. Next, you'll learn about methods for performing sorting and filtering, as well as API notification and error logging with API services. Lastly, you'll see the differences between REST and SOAP API web services and when to use each, as well as how to implement both a RESTful and SOAP-based web service.
Agile & TDD Best Practices for APIs: Test-driven Development Strategy	Test-driven strategies help you develop highly usable software. In this course, you'll explore a number of test-driven development strategies, including test-driven development, test first development, acceptance test-driven development, traditional software testing, and unit testing. You'll start by examining the TDD cycle, TDD best practices, and the TFD process. You'll then examine the similarities and differences between TDD and TFD, as well as TDD and test last development. Next, you'll learn about the ATDD process and how TDD compares with ATDD. You'll look at unit testing, including its purpose, best practices, characteristics, and testing tools. Lastly, you'll see how to perform unit testing with frameworks.
ENCOR: Path Virtualization Technologies & Troubleshooting	GRE is often used for its simple and flexible approach to solving many potential pathing issues. In this course, you'll learn to configure and verify GRE tunnels for various path virtualization needs. Then, you'll move on to explore how to configure and verify IPsec tunnels in your infrastructure. IPsec tunnels are another example of a powerful path virtualization technology and this feature permits the application of many levels of security. Lastly, you'll look at how to troubleshoot common problems that can arise with path virtualization technologies. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: VTP and Troubleshooting 802.1Q & EtherChannel	In this course, you'll learn about the VLAN Trunking Protocol, the management of VLANs on the network, and the potential dangers of this protocol. Next, you'll discover how to troubleshoot 802.1Q in your environment. You'll discover troubleshooting techniques to help ensure smooth operation at Layer 2 in your infrastructure. Finally, you'll examine troubleshooting both Layer 2 and Layer 3 EtherChannels, as well as those that are statically and dynamically created. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: RSTP, MST, & Routing Concepts	In this course, you'll learn how to configure and verify RSTP - the default version of STP found on many Cisco switches today. You'll also learn how to configure and verify MST, another STP mode configuration, and why you would use it. Lastly, knowing the differences between different routing protocols is critically important and this course should provide you with a renewed appreciation for the options available today in IGPs. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: OSPF LSAs, Features, & Troubleshooting	CCNP candidates need to be very familiar with OSPF LSAs. In this course, you'll learn how to configure OSPF routing using the router config commands and the ip ospf area command on the interface. You'll also see how OSPF stores routes in the OSPF database. Next, using show commands, you'll learn the different Link State Advertisements shared between OSPF routers. You'll move on to explore how to keep OSPF efficient and how OSPF handles redistributed routes into the OSPF autonomous system. Finally, you'll examine additional features of OSPF, including how to configure them and IGP-specific features, and how to effectively troubleshoot many common issues that can arise. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: eBGP & BGP	In this course, you'll learn how to configure and verify eBGP peerings in your enterprise network, with valuable guidance on best practice eBGP peering configurations and verifications. You'll move to on explore the neighbor states of BGP. Knowing these states can not only prove critical in the exam, but more importantly, can ensure that you are ready for advanced troubleshooting you might need to perform on your BGP peerings. Next, you'll examine how to advertise IPv4 prefixes in eBGP, including the network statement method and redistribution. You'll explore the complex Cisco-based BGP Best Path Selection Algorithm, which is critical for you to understand the pathing options and manipulations you can make with BGP. Finally, you'll review some of the key points you should know about eBGP. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.

Course	Description
ENCOR: NTP, NAT, & PAT	It is critical that you understand the Network Time Protocol and its importance in the modern network. In this course, you'll learn about this protocol and why it is so important to use to keep time accurate in your enterprise network. You'll also explore a simple configuration in which a Cisco device serves as the authoritative time source and provides this time to other devices on the network. You'll also learn about Network Address Translation, a critical technology in IPv4 networks that permits RFC 1918 addressed systems to access global Internet resources. Finally, you'll examine the function and importance of Port Address Translation. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: First Hop Redundancy Protocols & Multicast	In this course, you'll learn the ins and outs of First Hop Redundancy Protocols like HSRP, VRRP, and GLBP. In addition, you'll explore methods for sending data in IPv4, such as unicast, multicast, broadcast, and anycast, with additional focus on multicast information you should be familiar with. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: Troubleshooting Tools, System Logging, & NetFlow	There are many things that can go wrong in today's networks. Fortunately, Cisco provides many classic troubleshooting tools that are built right into the software powering your devices. In this course, you learn about using ping, traceroute, debugs, traditional debugs, and SNMP. You might not need all of these tools all of the time, but having them as options is extremely important. Next, you'll move on to learn about Cisco system logging (syslog). You'll discover how to view syslog status messages at the command line and how to configure it to send messages to an internal buffer or a remote server that is designed to collect all of these messages. Finally, you'll examine a powerful packet analysis tool on your Cisco devices called NetFlow. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: SPAN, IP SLA, SDN, & Remote Device Configuration	In this course, you'll learn the commands used to configure the use of SPAN in its different implementations and how to verify that configuration. You'll then move on to examine the IP SLA feature found in most Cisco devices and the IP SLA Responder feature. Next, you'll explore software-defined networking and the Cisco controller approach for device life cycle management. Finally, you'll learn how NETCONF and RESTCONF were invented to make configuration of remote devices very simple and how RESTCONF is a great enhancement over NETCONF since it makes the configuration using a RESTful approach. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: Access Control & REST API Security	Keeping your network secure is incredibly important. In this course, you'll learn about password protection and setting up AAA on your device. You'll explore how CoPP helps to protect access to the control plane and how to configure ACLs. You might have heard that APIs make the cloud-centric world go around and this is certainly true. To finish this course, you'll learn why APIs are so important and options for securing them. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: Wireless & Network Security	In this course, you'll learn about the main security features of wireless so you'll be ready for the many new security devices and technologies that Cisco Systems is busy creating and supporting. You'll move on to examine Firepower NGFWs and NGIPS systems. Next, you'll learn about Cisco TrustSec and how it can simplify and add power to the security strategy of your organization. This permits you to add new security paradigms and permits the network to be more dynamic. Finally, you'll also explore MACsec and NAC. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
ENCOR: Network Programmability, EEM, & Orchestration Tools	Programmability is a hot, new topic for Cisco Systems. In this course, you'll learn about YANG, JSON, and Python - all critical components in the push to network programmability for Cisco. You'll examine the Embedded Event Manager and how it provides real-time network event detection and onboard automation. Next, you'll move on to explore great tools you can leverage for network automation like Puppet, Chef, Ansible, and SaltStack. This course can be used in preparation for the 350-401: Implementing and Operating Cisco Enterprise Network Core Technologies certification exam.
AWS Developer Associate: Identity & Access Management	Authentication and authorization are essential to data security. In this course, you'll learn about the resources and services offered by AWS, and how authentication and authorization are managed on AWS. You'll then explore the AWS Management Console for managing services and the use of AWS accounts and their management. Next, you'll examine IAM users, groups, and roles, as well as AWS regions and availability zones. You'll see how to register an account on AWS, create an IAM administrative user, and manage IAM users with groups and roles. Lastly, you'll examine how to enable and configure multi-factor authentication with AWS. This course is one of a collection of courses that prepares learners for the AWS Certified Developer - Associate 2020 certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Azure Storage Accounts	Storing your data in the Azure cloud provides quick access to authorized apps and users from anywhere in the world, while maintaining multiple copies of that data. In this course, you'll learn to deploy and manage Azures storage accounts. You'll start by creating storage accounts using the portal, CLI, and PowerShell. You'll then examine how to manage access keys using the portal, CLI and PowerShell. Next, you'll learn how to generate a storage account shared access signature. Lastly, you'll explore how to configure storage account security in the form of access policies, limit network access, and enable AD authentication. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Storage Account Content Management	To gain the benefits of cloud-stored data, you must know how to use the appropriate tools to access cloud storage in a secured manner. In this course, you'll explore various methods of uploading and managing storage account blobs, as well as enabling security and high availability. You'll start by examine how to upload blobs to a storage account using the portal, CLI, and PowerShell. You'll then discover how to use the Storage Explorer GUI tool to manage storage account blobs. Next, you'll learn to enable replication using the portal, CLI, and PowerShell, as well as configure blob lifecycle management. Lastly, you'll learn how to use the portal, CLI, and PowerShell to create a key vault and key for encrypting a storage account and how to enable storage account failover. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Deploying Azure Database Solutions	Microsoft Azure provides managed database solutions, which means technicians can focus on the database solution and not the underlying setup. In this course, you'll learn about NoSQL and SQL solutions available in Azure. You'll start by learning how to configure a NoSQL table within a storage account. You'll then examine how to deploy and configure a Cosmos DB NoSQL database. Next, you'll learn how to deploy and configure an Azure SQL database. Lastly, you'll learn how to connect to Azure SQL database using Microsoft SQL Server Management Studio, enable Azure SQL high availability, and publish on-premises databases to Azure. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Securing Azure Networks	Securing Azure resources at the network level is crucial in protecting digital assets and remaining compliant with regulations. In this course, you'll secure Azure networks using firewall rules and a Bastion host. You'll start by examining how to create network security groups using the portal, CLI, and PowerShell. You'll then learn how to troubleshoot effective security rules. Next, you'll discover how to deploy Azure Firewall with various types of rules. Lastly, you'll learn how to deploy Azure Bastion as a jump box solution to protect Azure VMs. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Deploying & Managing Azure VMs	Because virtual machines provide the underlying compute power for Azure workloads, knowing how to securely and efficiently manage VMs serves the best interests of cloud customers. In this course, you'll explore how to deploy, connect to, and manage VMs. You'll learn to deploy Windows and Linux VMs using the portal, PowerShell and the CLI. Next, you'll examine how to enable Linux SSH public key authentication and resize a VM. Lastly, you'll learn how to create disks and attach them to VMs, enable VM disk encryption, and deploy a virtual machine scale set. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Managing Azure AD	Azure Active Directory (AD) provides centralized identity services that allow secure authentication and authorization to use Azure and Office 365 resources. In this course, you'll learn how to manage Azure AD users and security options. You'll start by examining how to deploy a new Azure AD tenant and navigate between tenants. Next, you'll learn to configure AD verification methods, and use the portal, CLI, and PowerShell to create Azure AD users including guest users on an individual and a bulk basis. You'll then explore how to assign product licences to Azure AD users and configure Azure AD security settings including password reset, fraud alerts, conditional access, and multifactor authentication. Next, you'll learn how to configure sign-in security features including named locations, trusted IPs, MFA bypass, and banned passwords. Lastly, you'll explore how to enable Azure identity protection and register an app in Azure AD. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 -Microsoft Azure Architect Technologies: Deploying Azure AD Connect	Azure AD allows the continued use of on-premises Active Directory account authentication through AD Connect. In this course, you'll learn how to use AD Connect to link Azure AD with an on-premises AD environment. You'll start by examining how to configure a custom DNS domain for an Azure AD tenant. You'll then learn how to download, install, and configure the Azure AD Connect agent on an on-premises domain server. Lastly, you'll discover how to view Azure AD Connect health statistics and configure Azure Files permissions. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Managing Azure AD Devices & Groups	Azure AD groups facilitate permissions management when registering devices with Azure AD and allow Azure AD user authentication on those devices. In this course, you'll learn about groups, devices, licenses, and group management in Azure AD. You'll start by learning how to create and manage groups using the portal, CLI, and PowerShell. You'll then examine how to join devices to Azure AD and manage device settings. Next, you'll see how to create a dynamic group, assign licenses to groups, and enable group self-service. Lastly, you'll explore how to work with group member bulk tools and join a mobile device to Azure AD. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Managing Azure Web Applications	Azure Web Services provide a simple way to host web applications with minimal fuss. In this course, you'll learn about running web apps, including containerized applications, in Azure. You'll start by examine how to deploy an app service plan and app service web app using the portal and Microsoft Visual Studio. You'll then learn how to use web app deployment slots and when to use Azure Functions and Azure Logic Apps. Next, you'll explore how to enable a custom DNS domain name and HTTPS binding, as well as how to configure web app backup and then access the web app through the Kudu interface. Lastly, you'll see how to work with application container instances and clusters through Azure Kubernetes Service. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Web App Availability & Security	Microsoft Azure provides tools that allow you to ensure the security and high availability of Azure workloads. In this course, you'll explore methods of improving the performance, security, and availability of Azure web apps. You'll start by learning how to deploy an Azure load balancer using the portal and from an ARM template. You'll then examine how to configure load balancer settings such as inbound NAT rules for back-end VM management. Next, you'll learn to deploy Application Gateway and Web Application Firewall. Lastly, you'll see how to configure the Azure Front Door Service. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Automating Azure Administrative Tasks	Automation provides a means of using cloud services in the most efficient manner possible to increase productivity and reduce costs. In this course, you'll explore various methods of automation. You'll start by learning how to create and deploy ARM template from a variety of sources through the portal, CLI, and PowerShell. Next, you'll examine how to use an existing on-premises VHD with an ARM template and how to import an ARM template. You'll then learn how to work with Azure graphical and PowerShell runbooks within an automation account. Lastly, you'll discover how to import runbooks and deploy them from the PowerShell Gallery. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Azure Resource Governance	It's important to know how to secure the management and configuration of Azure resources through RBAC and policies. In this course, you'll learn how to work with RBAC and policy management. You'll start by exploring how to create and assign RBAC roles using the portal, CLI, and PowerShell. Next, you'll learn how management groups can facilitate policy assignments in a multi-subscription environment. You'll learn how to initiate an Azure AD access review and work with policy assignment through the portal, CLI, and PowerShell. Lastly, you'll examine how to check policy compliance and enable policy remediation, as well as the purpose of Azure Blueprints. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Migrating to Azure	Azure provides various migration tools that can be used to assess and move workloads from on-premises to the Azure cloud. In this course, you will learn about various tools and methods for assessing and running Azure migrations. You'll start by exploring on-premises server, database, and web app assessments. Next, you'll learn about the migration process. Lastly, you'll learn when Azure Data Box should be used. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
AZ-303 - Microsoft Azure Architect Technologies: Monitoring Azure	Monitoring Azure resources is crucial for optimizing resource utilization, reducing costs, and enhancing the organizational security posture. In this course, you'll learn about monitoring individual resources as well as working with centralized monitoring. You'll start by examining the metrics for an individual Azure virtual machine. You'll then learn how to work with a Log Analytics workspace and its data sources to centralize log and performance metric data. Next, you'll examine how to work with Azure Monitor and dashboards, view performance metrics, and enable diagnostic logging. You'll see how to view web app metrics through Application Insights and view and manage Azure costs. Lastly, you'll learn how to configure action groups for alert notification, view Security Center recommendations, and work with Azure Sentinel. This course is one of a collection of courses that prepares learners for the AZ-303: Microsoft Azure Architect Technologies certification exam.
Role of a Cloud Architect	In this course, you'll explore the critical roles and responsibilities of a Cloud Architect, the differences between the roles played by Solution Architects and Cloud Architects, and the cloud challenges that a Cloud Architect needs to manage. You'll learn about the planning solutions Cloud Architects use to automate and orchestrate multi-cloud applications, along with the Cloud Computing Reference Model and Cloud Governance Lifecycle, which are used for building cloud frameworks. Next, you'll look at tools and frameworks that can be used to assess cloud operations and identify the current capabilities of multi-cloud environments, as well as success factors that need to be considered as benchmarks for identifying business values of cloud architectures. Finally, you'll learn about using the Target Operating Model to deliver value through appropriate cloud strategies and using the Multi-cloud Maturity Model and transformation workflows for building solutions for cloud delivery mechanisms.
Cloud Future: Adapting Cloud Innovation	The impact of future trends allow you to recognize how to build cloud-based applications and architectures that can adopt and adapt to emerging trends, technologies, and processes. In this course, you'll explore future trends in cloud computing and emerging technologies that can help with analyzing their impact on existing cloud operations and practices. You'll learn about solutioning strategies and resource types that can help with adopting emerging technologies and trending features in existing CloudOps architectures. Next, you'll examine cloud application design considerations and the inside-out and outside-in development strategies that can help with adopting and adapting to any futuristic upgrades. You'll learn about how to handle states at the service level, system architecture design considerations, and the use of Adapter pattern to build architectures that adopt and adapt to futuristic innovations. You'll examine the Minimum Valuable Increment design approach, the Manifesto for Future Generation Cloud Computing, and the manifesto areas that are relevant for aligning with the future research directions.
CloudOps Solutioning Strategies	In this course, you'll learn about the essential components involved in solutioning CloudOps projects, the layered approach of managing enterprise CloudOps applications, and the role-based and layer-based CloudOps solutioning architectures. You'll examine the role of different types of cloud engineers in providing logical and physical architectures for the CloudOps solutioning process. You'll also learn about the role of the Cloud Governance Framework in providing comprehensive cloud-centric governance for each phase of the cloud transformation life cycle used in CloudOps. Next, you'll explore the RACI Matrix of Roles for each CloudOps solutioning stakeholder, the Measures and Metrics involved in solutioning CloudOps strategy, and the anatomy of Cloud Service Agreements. Finally, you'll learn about the logical CloudOps architecture and prominent CloudOps solutioning tools for designing, planning, architecting, and implementing CloudOps solutioning.
OpenStack in CloudOps: Managing Multi-cloud with OpenStack	In this course, you'll explore the essential components of OpenStack that are used for accessing infrastructure resources. You'll examine topologies of multi-cloud orchestration involving Azure, AWS and OpenStack, as well as the differences between OpenStack and Kubernetes. Next, you'll look at the benefits of using OpenStack and Kubernetes together, the tools that can be used to manage OpenStack deployments, and the critical roles of OpenStack shared services. You'll move on to explore prominent features provided by Heat, the different approaches of deploying OpenStack, and how to get started with the most commonly used OpenStack services. Finally, you'll learn to install OpenStack, create and launch virtual machine instances, and install and configure storage nodes and Heat on OpenStack nodes.

Title	Description
Securing CloudOps Deployments: Security Standards for Multi-cloud	Securing multi-cloud deployments and CloudOps platforms involves managing the security and privacy of your cloud services. In this course, you'll explore the key principles and strategies for securing the enterprise cloud, recommended practices and models for perimeter security, and how to choose appropriate security mechanisms. You'll examine the configurable options for security mechanisms on both service and client side, the prominent intrusion detection techniques for managing cloud computing and security challenges, and prominent cloud audit methods. Next, you'll learn approaches for overcoming the impacts of security challenges in multi-cloud environments, best practices for improving the security of multi-cloud deployments, and how to secure CloudOps platforms to build secure pipelines, middleware, and infrastructure for multi-cloud applications. Finally, you'll explore issues a cloud architect should consider when designing cloud solutions and cloud service consumers should evaluate and manage the security and privacy of cloud services.
Securing CloudOps Deployments: Implementing Multi-cloud Security	Azure, AWS, and Google Cloud Platform provide various security services to secure access, applications, data, infrastructures, and deployments in the cloud. In this course, you'll explore the security services provided by AWS Cloud Security for securing workloads and applications, as well as the Azure security products that can be used to protect data, applications, and infrastructures. You'll explore the Google Security Model, the security services provided by Google, why you need to secure containers, and recommended cloud container security best practices for securing container usage in the cloud. You'll move on to learn about how configure AWS Security Hub, create and configure symmetric and asymmetric keys using AWS KMS, and implement Azure Active Directory and Seamless Single Sign-On. Finally, you'll examine how to set up VPN between a Check Point Security Gateway and Cloud VPN on Google Cloud Platform, harden security and restrict network access to the control plane and nodes of Google Kubernetes Engine, and how to encrypt Kubernetes secrets at the application layer.
CloudOps: CloudOps: Implementing SD-WAN to Optimize Environments	Implementing the right software-defined wide area network (SD-WAN) framework for the organization can help improve network management, decrease hardware costs, increase efficiency, and even enhance security. In this course, you'll explore the differences between traditional, software-defined networking, and a software-defined wide area network (SD-WAN). You'll learn about the advantages, working mechanisms, solution architecture, and primary components of SD-WAN. Next, you'll examine the topologies and deployment models that can be used to design SD-WAN overlays, along with prominent tools and applications that can be used to build, deploy, and maintain SD-WAN. You'll learn how to apply CloudOps in networks to simplify configuring, managing, and delivering the SD-WAN. You'll examine security challenges and best practices for secure deployment of SD-WAN and prominent Cisco SD-WAN architectures that can be implemented in AWS. You'll see approaches that can be used in an SD-WAN to transform complex legacy networks into easy-to-manage and scalable networks. Finally, you'll learn to configure AWS Transit Gateway, AWS-provided Cisco Cloud Services Router 1000V - BYOL, and VMware SD-WAN.
Cloud Transition: Adopting & Moving to Cloud & Multi-cloud Environments	In this course, you'll explore the role of a cloud architect in transitioning from DevOps to CloudOps. You'll examine the role of a Cloud Operating Model in defining operational processes, as well as the role of the people, organization and operations domain in determining the CloudOps transition process. Next, you'll look at the best practices for transforming enterprise capabilities, the benefits of multi-cloud transition, and the approaches of managing data and information to implement the right cloud transition mechanism. You'll move on to learn about prominent cloud transition strategies for building CloudOps transition roadmaps. You'll explore the systemic principles for planning multi-cloud transitions, tools for planning and deploying CloudOps solutions, and the processes, SLAs, and KPIs associated with running cloud operations that can be used to create operational baseline capabilities. Finally, you'll explore how to facilitate a smooth process, data, and platform transition in multi-cloud environments and the transition path for identifying and applying the right CloudOps Maturity Model.
SYO-601 - CompTIA Security+: Security Assessment & Penetration Testing Techniques	It is important for security professionals to be aware of various security assessment and penetration testing techniques and methods. In this course, explore key assessment techniques like intelligence fusion, threat hunting, threat feeds, advisories and bulletins, vulnerability scans, and false positives/false negatives. You will also examine the fundamentals of penetration testing including black/blue/gray box methodologies, lateral movement , privilege escalation, persistence, and pivoting. Other topics include passive and active reconnaissance as well as the different exercise teams. This course can be used in preparation for the CompTIA Security+ SYO-601 certification exam.
Malware Removal: Remediate an Infected System	Understanding what tools to use to recover a system after it is infected with malware is a critical skill. In this course, you'll explore the symptoms of virus infected systems and best practices for malware removal. You'll learn about different remediation approaches for different types of malware. You'll also look at some of the tools used to remove and recover systems after they have been infected such as the Windows Malicious Software Removal Tool, the Windows repair options, and how to restore a system image backup.
Malware Removal: Reporting Findings & Preventing Future Infections	Knowing how to respond to a malware incident and who to report the malware incident to is critical to a timely response. In this course, you'll learn key steps for responding to malware incidents, as well as how to identify key persons to report the malware incident to and steps to take to help prevent future malware incidents.
Final Exam: DevOps Engineer	Final Exam: DevOps Engineer will test your knowledge and application of the topics presented throughout the DevOps Engineer track of the Skillsoft Aspire DevOps Engineer to CloudOps Architect Journey.
Final Exam: DevOps Automation Architect	Final Exam: DevOps Automation Architect will test your knowledge and application of the topics presented throughout the DevOps Automation Architect track of the Skillsoft Aspire DevOps Engineer to CloudOps Architect Journey.
Final Exam: CloudOps Engineer	Final Exam: CloudOps Engineer will test your knowledge and application of the topics presented throughout the CloudOps Engineer track of the Skillsoft Aspire DevOps Engineer to CloudOps Architect Journey.
Final Exam: CloudOps Architect	Final Exam: CloudOps Architect will test your knowledge and application of the topics presented throughout the CloudOps Architect track of the Skillsoft Aspire DevOps Engineer to CloudOps Architect Journey.
Final Exam: ML Engineer	Final Exam: ML Engineer will test your knowledge and application of the topics presented throughout the ML Engineer track of the Skillsoft Aspire ML Programmer to ML Architect Journey.
Final Exam: ML Architect	Final Exam: ML Architect will test your knowledge and application of the topics presented throughout the ML Architect track of the Skillsoft Aspire ML Programmer to ML Architect Journey.
Advanced Features in Java: List Algorithms & Implementations	In this course, you'll explore the different types of lists available in the Java Collections framework and important algorithmic operations on lists. You'll examine the LinkedList, Vector, and ArrayList classes, and how they all implement the List, Collection, and Iterable Interfaces. You'll see how Vectors are similar to ArrayLists, but are thread-safe and so best-suited for concurrent access and multi-threaded applications. Next, you'll learn how LinkedLists are faster than ArrayLists for list addition and deletion operations, but slower for random access. You'll then explore how to create custom Comparator objects and implement the Comparable interface. Finally, you'll learn how to use different list algorithms, such as sorting, shuffling, copying, and you'll examine the semantics of list equality.
Advanced Features in Java: Using Built-in Annotations	In this course, you'll learn how annotations are defined and used in Java. You'll explore three popular built-in annotations, the @Override, @Deprecated, and @SuppressWarnings built-in annotations. Next, you'll examine how the @Override annotation is a valuable aid in detecting and fixing typos in the names of overridden methods, and crucially, helps to detect such issues at compile-time rather than at run-time. Then you'll explore the @Deprecated annotation and see how if you mark a class, method, or variable with the @Deprecated annotation, Java will issue an appropriate warning when you reference that element. You'll also learn about the @SuppressWarnings annotation, which does exactly what its name suggests, and for that reason ought to be used only with extreme caution, if at all. The @SuppressWarnings annotation allows the selective suppression of different types of warnings. You can also entirely eliminate all compiler warnings using @SuppressWarnings annotation with the all input argument, but this is quite dangerous and is an especially egregious programming practice.
Advanced Features in Java: Using Custom Annotations	In this course, you'll learn about two advanced built-in annotations, @SafeVarargs and @FunctionalInterface, before moving on to defining and using your own custom annotations. You'll begin with @SafeVarargs and see that it is purely indicative and does not imply any added compiler checks, so it is important to not be lulled into a false sense of security about methods that have been decorated with this annotation. Next, you'll move to another built-in annotation, @FunctionalInterface. This is used to decorate interfaces that contain exactly one abstract method. Finally, you'll learn how to define and use custom annotations. This will involve a detailed study of target and retention policies. The retention policy determines whether the annotation will be preserved only in source code, into compiled bytecode, or all the way to runtime. Finally, you'll see how the target policy governs what code elements - fields, methods, constructors, type parameters, and classes - can be decorated with an annotation.
Advanced Features in Java: Using Generic Type Parameters	In this course, you'll learn how type parameters can be used to combine type safety and code re-use. You'll see how type parameters can be specified for either for classes or for individual methods of classes. You'll learn that while instantiating objects of those classes, or while invoking those methods, you can pencil in type arguments in place of those type parameters. You'll cover defining type parameters, using classes and methods with type parameters, as well as conventions and rules that apply to such parameters. You'll then explore the raw type that lies beneath any class or method with a type parameter. Java creates just one single copy of such code, and pencils in a type parameter of java.lang.Object. Java also adds various type checks to ensure that the code is used correctly - this is known as type erasure, and forms the basis of the great performance of Java generics. Finally, you'll move on to the use of constraints on type parameters and see how these are achieved using Bounded Type Parameters. Using bounds, it is possible to exercise fine-grained control over the ensure that the type argument - for instance to specify that it must be a numeric type.
Data Structures & Algorithms in Java: Doubly & Circular Linked Lists	Discover how to implement the linked list in Java, including the doubly linked list and the circular linked list, and learn how to perform operations on these linked lists. In this course, you'll explore variations on the singly linked list that you covered earlier. You'll see how the doubly linked list holds an additional reference to the previous node in the linked list along with a reference to the next node. This means additional space is required to store each node, but it also makes certain operations faster, such as traversing backwards over the elements in the linked list. You'll also learn about the circular linked list, where the tail of the linked list points back to the head of the linked list.
SCRUM Quality, Planning, and Completion: Quality & Productivity	Sprint planning makes use of various consensus and estimation techniques in an effort to define a measurable sprint goal for the product owner, team, and stakeholders. The sprint goal should define what is going to be completed during the course of the current sprint.
SCRUM Quality, Planning, and Completion: Effective User Stories	The user story is a central part of Scrum, as it represents product requirements from the perspective of the user and provides a common language for the scrum team to communicate with stakeholders.
SCRUM Quality, Planning, and Completion: The Definition of Done	As a product evolves from a high level vision to more detailed requirements, the team will establish a Definition of Done. This ensures transparency and a shared product vision, as well as that the team understands the work and can set realistic goals as features are about to be developed.
Site Reliability: Engineering	Site Reliability Engineers are often considered the link between software development and operations. In this course, you'll explore the principles of site reliability engineering as well common concerns such as measuring and managing risk, and risk tolerance. You'll also learn how to ensure a satisfactory level of service by implementing Service Level Objectives, Service Level Agreements, and Service Level Indicators.
OS Deployment Strategies: Upgrading & Maintaining Systems	When it comes to production environments, administrators are typically responsible for the deployment, management, and the continuous updating of client and server systems. In this course, you'll learn about deploying and updating systems, and Windows 10 upgrade and migration considerations. You'll then explore upgrading the edition of Window 10, as well as the supported Windows 10 upgrade paths. Next, you'll learn about the options available for each of modern, dynamic, and traditional deployments. You'll then examine how to migrate files and settings, the Windows Assessment and Deployment Kit, and the Microsoft Deployment Toolkit. Lastly, you'll explore Windows To Go, Windows Updates, Windows 10 servicing and support features, and the Windows Servicing Channels feature.
OS Deployment Strategies: Deploying Modern Systems	Cloud services are rapidly changing the nature of how technology services are implemented, and migrating toward a cloud-based model can provide many benefits to an organization. In this course, you'll explore the various cloud computing deployment models to understand the flexibility, speed, and infrastructure benefits of moving to a cloud solution. You'll also discover the benefits of cloud services models such as Infrastructure as a Service, Platform as a Service, Software as a Service, as well as Identity as a Service and Network as a Service.
OS Deployment Strategies: Maintaining and Managing Modern Systems	Keeping your systems current is a primary concern of any organization, not only to ensure that your systems do not create vulnerabilities or expose weaknesses that could be exploited by attackers, but to ensure reliable and stable day-to-day operations. In this course, you'll explore the numerous Windows features available to administrators to simplify the management and maintenance of clients and server systems. You'll also learn about features such as Group Policy and Windows Server Update Services that allow administrators to centralize management and configuration of operating systems and users settings. Finally, you'll learn how to deploy and maximize these administrative features, as well as others that come standard with Windows.