

	Microsoft Office
	OFFICE 2003
Course Number	Course Title
113095_eng	Advanced Formatting in Word 2003
113114_eng	Advanced Data Manipulation Features in Word 2003
113187_eng	Basic Features of Excel 2003
113221_eng	Excel 2003 Formulas and Functions
113262_eng	Advanced Data Management in Excel 2003
113309_eng	Advanced Data Analysis in Excel 2003
113469_eng	Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003
119748_eng	Advanced Data Exchange in Excel 2003
119827_eng	Formatting Data in Excel 2003
121072_eng	Advanced Document Features in Word 2003
121344_eng	Advanced Validation and Collaboration in Excel 2003
121449_eng	Getting Started with FrontPage 2003
121653_eng	Importing and Working with Data in FrontPage 2003
121838_eng	Creating Basic Presentations using PowerPoint 2003
121956_eng	Customizing PowerPoint 2003 Presentations
121957_eng	Settings, Customization, and Office 2003 Integration with PowerPoint 2003
122092_eng	Structuring and Publishing Web Sites in FrontPage 2003
122099_eng	Enhancing Web Sites with Advanced FrontPage 2003 Features
122100_eng	Administering Web Sites in FrontPage 2003
122120_eng	Working with Code in FrontPage 2003
122481_eng	Organizing Content Using Templates and Frames in FrontPage 2003
123164_eng	Slide Layout and Design in PowerPoint 2003
123167_eng	Finalizing PowerPoint 2003 Presentations
124997_eng	Running, Broadcasting, and Reviewing PowerPoint 2003 Presentations
125656_eng	Advanced formatting in Excel 2003
125830_eng	Preparing PowerPoint 2003 Presentations for Effective Delivery
125933_eng	Using Visuals in PowerPoint 2003 Presentations
125937_eng	Getting Started with Access 2003
125947_eng	Basic Access 2003 Tables
125956_eng	Basic Access 2003 Forms
125964_eng	Using Queries and Reports in Access 2003
125984_eng	Personalizing and Maintaining Access 2003
126778_eng	Advanced Document Navigation in Word 2003
126789_eng	Using Tables, Charts, and Graphics in Word 2003

126934_eng	Enhancing Tables, Forms, and Reports in Access 2003
126944_eng	Advanced Querying in Access 2003
126950_eng	Working with Data and Presentation in Access 2003
126959_eng	Access 2003 and the Web
126965_eng	Access 2003 Programmability
126973_eng	Database Administration in Access 2003
129976_eng	Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003
131326_eng	Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003
131341_eng	Tracking, Categorizing, Searching, and Printing in Outlook 2003
131456_eng	Using Windows SharePoint Services and FrontPage 2003
131714_eng	Working with graphics, hyperlinks and tables in FrontPage 2003
132531_eng	Creating Diagrams with Visio 2003
132532_eng	Developing Diagrams with Visio 2003
132533_eng	Visio 2003 and Other Programs
132613_eng	Data Security in Outlook 2003
132614_eng	Working in Outlook 2003 from Multiple Locations
132615_eng	Newsreaders, Online Meetings, Instant Messaging, and Faxing Information in Outlook 2003
132616_eng	Customizing Toolbars and Commands and Creating Forms in Outlook 2003
132617_eng	Outlook 2003 and Business Contact Manager
132661_eng	Advanced Customization
204924_eng	Getting Started with Publisher 2003
204925_eng	Printing and Working with Graphics and Objects in Publisher 2003
204927_eng	Working with E-mail and Web Sites in Publisher 2003
204928_eng	Advanced Design Techniques and Printing with Publisher 2003
206606_eng	Archiving and Storing Data, and Using IRM in Outlook 2003
207309_eng	Working with Mail and Catalog Merges in Publisher 2003
207503_eng	Working with Text Boxes, Text, and Tables in Publisher 2003
OFFICE 2007	
Course Number	Course Title
239866_eng	New Features for End Users in Microsoft Office 2007
239874_eng	Microsoft Office Excel, PowerPoint, and Outlook 2007
239976_eng	Microsoft Access 2007 and Microsoft Publisher 2007
240019_eng	Sharing and Collaboration in Microsoft Office Enterprise 2007
mo_acpu_a01_dt_enus	Programmability and Administration in Access 2007
mo_acpu_a02_dt_enus	Database Administration in Access 2007
mo_adax_a01_dt_enus	Importing and Exporting Data and Data Presentation in Access 2007

mo_adax_a02_dt_enus	Advanced Data Management in Access 2007
mo_adol_a01_dt_enus	Customizing Outlook 2007 and Using the Journal
mo_adol_a02_dt_enus	Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
mo_adpp_a01_dt_enus	Creating Custom Slide Shows in PowerPoint 2007
mo_adpp_a02_dt_enus	Distributing Presentations in PowerPoint 2007
mo_adpr_a01_dt_enus	Advanced Customization with MS Project 2007
mo_adpr_a02_dt_enus	Project Data Management and Performance
mo_adwd_a01_dt_enus	Advanced Formatting in Word 2007
mo_adwd_a02_dt_enus	Advanced Document Navigation and Document Reviews in Word 2007
mo_adwd_a03_dt_enus	Using Tables, Charts, and Graphics in Word 2007
mo_bgac_a01_dt_enus	Getting Started with Access 2007
mo_bgac_a02_dt_enus	Basic Access 2007 Tables
mo_bgac_a03_dt_enus	Basic Access 2007 Forms
mo_bgac_a04_dt_enus	Queries and Reports in Access 2007
mo_bgex_a01_dt_enus	Getting Started with Excel 2007
mo_bgex_a02_dt_enus	Manipulating and Formatting Data and Worksheets
mo_bgex_a03_dt_enus	Reviewing and Printing in Excel 2007
mo_bgex_a04_dt_enus	Excel 2007 Formulas and Functions
mo_bgex_a06_dt_enus	Excel 2007 Charts, Pictures, Themes, and Styles
mo_bgol_a01_dt_enus	Getting Started with Outlook 2007
mo_bgol_a02_dt_enus	Formatting and Managing E-mail in Outlook 2007
mo_bgol_a03_dt_enus	Using the Calendar in Outlook 2007
mo_bgol_a04_dt_enus	Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
mo_bgol_a05_dt_enus	Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
mo_bgpp_a01_dt_enus	Getting Started with PowerPoint 2007
mo_bgpp_a02_dt_enus	Adding Graphics to Presentations in PowerPoint 2007
mo_bgpp_a03_dt_enus	Adding Multimedia and Animations to Presentations
mo_bgvs_a01_dt_enus	Creating Visio 2007 Diagrams
mo_bgvs_a02_dt_enus	Enhancing and Customizing Diagrams in Visio 2007
mo_bgvs_a03_dt_enus	Collaborating and Using Visio 2007 With Other Programs
mo_bgwd_a01_dt_enus	Getting Started with Word 2007
mo_bgwd_a02_dt_enus	Working with Text and Paragraphs in Word 2007
mo_bgwd_a03_dt_enus	Structuring, Editing, Saving, and Opening Documents in Word 2007
mo_bgwd_a04_dt_enus	Printing, Help, and Automated Formatting in Word 2007
mo_bgwd_a05_dt_enus	Working with Documents in Word 2007
mo_expu_a01_dt_enus	Analyzing Data in Excel 2007
mo_expu_a02_dt_enus	Protecting and Sharing Excel 2007 Workbooks

mo_expu_a03_dt_enus	Exchanging Data with Excel 2007
mo_ncmg_a01_dt_enus	Microsoft Office 2007: Collaborating with Groove and Communicator
mo_pblr_a01_dt_enus	Creating Customized Publications with Publisher 2007
mo_pblr_a02_dt_enus	Extending Publisher 2007 Beyond Publications
mo_wdpu_a01_dt_enus	Advanced Data Manipulation Features in Word 2007
mo_wdpu_a02_dt_enus	Advanced Document Features in Word 2007
mo_wdpu_a03_dt_enus	Collaborative Features in Word 2007

Web Design						
Course Number	Course Title					
109372_eng	Making Content Dynamic with DHTML					
110402_eng	DHTML and Cascading Style Sheets					
115406_eng	JavaScript: Language Basics					
115427_eng	JavaScript: Scripting					
116523_eng	VBScript - Elements, Arrays, Procedures, and Program Flow					
116524_eng	VBScript- Functions, Core Objects, and Classes					
121449_eng	Getting Started with FrontPage 2003					
121653_eng	Importing and Working with Data in FrontPage 2003					
122092_eng	Structuring and Publishing Web Sites in FrontPage 2003					
122099_eng	Enhancing Web Sites with Advanced FrontPage 2003 Features					
122100_eng	Administering Web Sites in FrontPage 2003					
122120_eng	Working with Code in FrontPage 2003					
122481_eng	Organizing Content Using Templates and Frames in FrontPage 2003					
31587_eng	Design Concepts for Web Sites					
31592_eng	Advanced HTML Design Elements					
31607_eng	Advanced Technology Concepts for Web Designers					
70151_eng	XML Language Basics					
70152_eng	Style Sheets and Links					
at_dcst_a01_it_enus	Setting up a Site and Adding Content in Dreamweaver CS3					
at_dcst_a02_it_enus	Adding Links, Images, and Flash Objects in Dreamweaver CS3					
at_dcst_a03_it_enus	Tables, Accessibility, and Standards in Dreamweaver CS3					
at_dcst_a04_it_enus	Reusing Content in Dreamweaver CS3					
at_icst_a01_it_enus	Getting Started with Illustrator CS3					
at_icst_a02_it_enus	Coloring Objects and Using Brushes in Illustrator CS3					
at_icst_a03_it_enus	Manipulating Objects in Illustrator CS3					
at_icst_a04_it_enus	Using Type and Symbols in Illustrator CS3					
at_icst_a05_it_enus	Importing and Tracing Images, and Applying Effects in Illustrator CS3					
at_icst_a06_it_enus	Exporting and Printing Artwork in Illustrator CS3					
at_pcst_a01_it_enus	Photoshop CS3 Basics					
at_pcst_a02_it_enus	Selections and Layers in Photoshop CS3					
at_pcst_a03_it_enus	Advanced Tools in Photoshop CS3					
at_pcst_a04_it_enus	Photoshop CS3 Animation and Automation					

242527_eng	Operating Systems								
242528_eng	Security, Safety, and Communication								
243962_eng	CISSP Domain: Information Security and Risk Management								
243975_eng	CISSP Domain: Security Architecture and Design								
245875_eng	Installing, Configuring, and Troubleshooting PC Components								
245876_eng	Working with Laptops and Portable Devices								
245877_eng	Understanding and Maintaining Networks								
245878_eng	Maintaining Operating Systems								
245881_eng	Recognizing Safety Procedures, Effective Communication, and Professional Behavior								
249293_eng	Oracle Database 10g: Installing Oracle Database 10g Release 2								
249294_eng	Oracle Database 10g: Creating Databases Release 2								
249295_eng	Oracle Database 10g: Database Interfaces Release 2								
250164_eng	Fundamentals of Internet Explorer 7								
250177_eng	Customization and Security in Internet Explorer 7								
250846_eng	Adding, Optimizing, and Troubleshooting PC Components								
250847_eng	Understanding and Supporting Networks								
250848_eng	Managing Operating Systems								
250893_eng	Using Effective Remote Communication								
252344_eng	Java Programming with Java SE 6.0: Getting Started with Java								
252345_eng	Java Programming with Java SE 6.0: Operators and Flow Control in Java								
252346_eng	Java Programming with Java SE 6.0: Creating Classes in Java								
252347_eng	Java Programming with Java SE 6.0: Working with Classes in Java								
252348_eng	Java Programming with Java SE 6.0: Generics and Annotations								
252349_eng	Java Programming with Java SE 6.0: Reference Types and Threading								
252350_eng	Java Programming with Java SE 6.0: Exception Handling and Assertions								
252351_eng	Java Programming with Java SE 6.0: Java Utilities								
252352_eng	Java Programming with Java SE 6.0: Java I/O								
252353_eng	Java Programming with Java SE 6.0: Basic GUI Development in Java								
252354_eng	Java Programming with Java SE 6.0: Java Applets								
253553_eng	Cisco ARCH 2.0: Cisco SONA and Cisco Enterprise Architecture Design								
253554_eng	Cisco ARCH 2.0: Advanced Addressing and Routing Design								
253555_eng	Cisco ARCH 2.0: Advanced WAN Services Design								
64554_eng	Beginning C#								
64556_eng	Programming C# for the VB6 Developer								
65409_eng	Inside C#								
65410_eng	Programming C# for the C++ Developer								
65872_eng	Introduction to Security in Networked Environments								

67045_eng	Network Security Issues								
69445_eng	Securing Access to Networks								
80284_eng	IPv6								
80476_eng	Introduction to MPLS								
81437_eng	Implementing Quality of Service								
84923_eng	Designing and Maintaining LDAP Directory Services								
es_mxsa_a02_it_e	Installing and Transitioning to Exchange Server 2007								
es_mxsa_a04_it_e	Managing Default, Custom, and Public Folders in Exchange Server 2007								
KN00074007_ng	Windows Internet Explorer 7: Advanced Features								
mnt70292	Mentoring 70-292 Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windo								
mv_wveu_a01_it_e	Getting Started with Windows Vista								
mv_wveu_a02_it_e	Work with Files, Programs, and Printing in Windows Vista								
mv_wveu_a03_it_e	Navigating the Web and System Maintenance with Windows Vista								

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Adobe							
Course Number	Course Title						
at_adab_a01_dt_enu	Creating and Working with PDFs in Adobe Acrobat 8						
at_adab_a02_dt_enu	Editing and Reviewing in Adobe Acrobat 8						
at_adab_a03_dt_enu	Forms and Document Security in Adobe Acrobat 8						
at_adab_a04_dt_enu	Advanced Features of Adobe Acrobat 8						
at_adar_a01_dt_enu	Using Adobe Reader 8						
at_dcst_a01_it_enu	Setting up a Site and Adding Content in Dreamweaver CS3						
at_dcst_a02_it_enu	Adding Links, Images, and Flash Objects in Dreamweaver CS3						
at_dcst_a03_it_enu	Tables, Accessibility, and Standards in Dreamweaver CS3						
at_dcst_a04_it_enu	Reusing Content in Dreamweaver CS3						
at_icst_a01_it_enu	Getting Started with Illustrator CS3						
at_icst_a02_it_enu	Coloring Objects and Using Brushes in Illustrator CS3						
at_icst_a03_it_enu	Manipulating Objects in Illustrator CS3						
at_icst_a04_it_enu	Using Type and Symbols in Illustrator CS3						
at_icst_a05_it_enu	Importing and Tracing Images, and Applying Effects in Illustrator CS3						
at_icst_a06_it_enu	Exporting and Printing Artwork in Illustrator CS3						
at_pcst_a01_it_enu	Photoshop CS3 Basics						
at_pcst_a02_it_enu	Selections and Layers in Photoshop CS3						
at_pcst_a03_it_enu	Advanced Tools in Photoshop CS3						
at_pcst_a04_it_enu	Photoshop CS3 Animation and Automation						
en_US_15863_ng	Adobe® Acrobat® 7.0 Pro: Getting Started						
en_US_15864_ng	Adobe® Acrobat® 7.0 Pro: Modifying PDF Documents						
en_US_15865_ng	Adobe® Acrobat® 7.0 Pro: Document Review and Validation						
en_US_15866_ng	Adobe® Acrobat® 7.0 Pro: Beyond the Basics						
Project Management							
Course Number	Course Title						
132490_eng	Creating and Defining a Project						
132504_eng	Tracking and Reporting Progress						
132510_eng	Specifying and Assigning Resources						
201354_eng	Working Collaboratively						
201357_eng	Enterprise Project Management						
205433_eng	Organizing and Managing Project Information						
206372_eng	Advanced Analysis of your Project						
mntcapm3ed	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned						
mntpmp3ed	Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned						

mo_adpr_a01_dt_enus	Advanced Customization with MS Project 2007					
mo_adpr_a02_dt_enus	Project Data Management and Performance					
mo_bgpr_a01_dt_enus	Creating and Designing a Project					
mo_bgpr_a02_dt_enus	Specifying and Assigning Resources in Project 2007					
mo_bgpr_a03_dt_enus	Tracking and Reporting Progress					
proj_01_a01_bs_enus	Project Management Fundamentals					
proj_01_a02_bs_enus	Transitioning into a Project Management Role					
proj_01_a03_bs_enus	Initiating and Planning a Project					
proj_01_a04_bs_enus	Managing a Project					
proj_01_a05_bs_enus	Troubleshooting and Closing the Project					
proj_03_a01_bs_enus	Introduction to Portfolio Management					
proj_03_a03_bs_enus	Portfolio Management Process Groups					
PROJ0351	Introduction to IT Project Management					
PROJ0352	Functions of IT Project Managers					
PROJ0353	The Life Cycle of an IT Project					
PROJ0354	Managing the Execution and Control of IT Projects					
PROJ0355	Managing Efficiencies of IT Projects					
PROJ0361	Strategic Planning and Positioning for IT Projects					
PROJ0362	Strategic Approaches to Managing IT Projects					
PROJ0363	Estimating the IT Project Work Effort					
PROJ0364	IT Project Leadership, Authority & Accountability					
PROJ0511	An Introduction to Project Management					
PROJ0512	Project Life Cycles and Stakeholders					
PROJ0513	Introduction to Project Process Groups and Initiating a Project					
PROJ0514	Project Planning					
PROJ0515	Executing, Monitoring & Controlling, and Closing a Project					
PROJ0531	Planning Project Scope					
PROJ0532	Controlling Project Scope					
PROJ0542	Project Scheduling					
TPCAPM_eng	TestPrep Certified Associate in Project Management (CAPM)					
TPPMP3ED_eng	TestPrep Project Management Professional (PMP) PMBOK Guide Third Edition Aligned					

Customer Service						
Course Number	Course Title					
ABC0101	SkillSoft Guided Tour					
ABC0111	e-Learning					
ADM0102	Overview to Effective Business Communication					
comm_02_a02_bs_enus	The Mechanics of Communicating Effectively					
comm_02_a06_bs_enus	Resolving Conflict with Communication Skills					
COMM0182	Communication Etiquette					
COMM0231	Essentials of Electronic Communication					
COMM0232	Optimizing E-mail at Work					
COMM0233	E-mail and Organizational Communication					
COMM0303	Presentation Resources Available to You					
cust_01_a01_bs_enus	The Customer Support Specialist (CSS)					
cust_01_a02_bs_enus	Support Center Services					
cust_01_a03_bs_enus	Establishing Team and Customer Relationships					
cust_02_a01_bs_enus	Interacting with the Customer					
cust_02_a02_bs_enus	Effective Communication Skills					
cust_02_a03_bs_enus	Managing Conflict, Stress, and Time					
cust_03_a02_bs_enus	Managing the Quality of the Customer Support Service Center					
cust_03_a03_bs_enus	Management Tools and Metrics					
CUST0112	Call Center Communication Skills					
CUST0113	Call Center Customer Service					
CUST0141	Excellence in Internal Customer Service					
CUST0181	ITIL: The Service Desk and Incident Management					
CUST0182	ITIL: Configuration and Release Management					
CUST0183	ITIL: Service Level and Capacity Management					
CUST0184	ITIL: Problem and Change Management					
CUST0185	ITIL: Continuity and Availability Management					
CUST0186	ITIL: Financial and Security Management					
KNOW0301	Training for Business Results					
TPHDO400_eng	TestPrep hdo-400 HDI Customer Support Specialist (CSS)					
Human Resources						
Course Number	Course Title					
hr_02_a01_bs_enus	The Reasons Why Diversity Matters					
hr_02_a02_bs_enus	Changing Corporate Culture					
hr_02_a03_bs_enus	Planning a Diversity Initiative					

hr_02_a04_bs_enus	Diversity: the Future					
HR002A	Managing Diversity in the Workplace Simulation					
HR0273	Sexual Harassment at Work (HRCI/PHR)					
LEAD0143	The Enabling Leader					
LEAD0145	Communicating as a Leader					
LEAD0146	Coaching for Performance					
LEAD0231	Introduction to Work Force Generations					
LEAD0235	Making Cross-generational Teams Work					