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Systemwide Professional Development
spd@calstate.edu
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Talk to us about e-learning, call (562) 951-4403 or e-mail us at spd@calstate.edu.

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- Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3
- Microsoft Visual Studio 2012: HTML5 and JavaScript
- Microsoft Visual Studio 2012: HTML5 APIs and Local Storage
- Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs
- Microsoft Visual Studio 2012: HTML5 Graphics and Animation
- Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers
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Web Development Technologies

Introduction to Ajax Development

- Ajax Basics
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Java 2 Programming

Java SE7 Fundamentals

- Java SE7 Fundamentals: Introduction to Java
- Java SE7 Fundamentals: Variables, Operators, and Objects
- Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops
- Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts
- Java SE7 Fundamentals: Handling Errors and Deploying Applications

Java SE 7 New Features

- Java SE New Features: Java Language and Technology Enhancements
- Java SE7 New Features: I/O, Network, and Desktop Enhancements

Java SE7 Professional

- Java SE7 Professional: Syntax and Class Design
- Java SE7 Professional: Generics, Errors, and I/O
- Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization

Introduction to Java EE 6

- Introduction to Java EE 6

Java Programming with Java SE 6.0

- Java Programming with Java SE 6.0: Getting Started with Java
- Java Programming with Java SE 6.0: Operators and Flow Control in Java
- Java Programming with Java SE 6.0: Creating Classes in Java
- Java Programming with Java SE 6.0: Working with Classes in Java
- Java Programming with Java SE 6.0: Generics and Annotations
- Java Programming with Java SE 6.0: Reference Types and Threading
- Java Programming with Java SE 6.0: Exception Handling and Assertions
- Java Programming with Java SE 6.0: Java Utilities
- Java Programming with Java SE 6.0: Java I/O
- Java Programming with Java SE 6.0: Basic GUI Development in Java
- Java Programming with Java SE 6.0: Java Applets

Java Programming with J2SE 5.0

- Java Programming with J2SE 5: Getting Started with Java
- Java Programming with J2SE 5: Operators and Flow Control in Java
- Java Programming with J2SE 5: Creating Classes in Java
- Java Programming with J2SE 5: Working with Classes in Java
- Java Programming with J2SE 5: Generics and Annotations
- Java Programming with J2SE 5: Reference Types and Threading
- Java Programming with J2SE 5: Exception Handling and Assertions
- Java Programming with J2SE 5: Java Utilities
- Java Programming with J2SE 5: Java I/O
Java Programming with J2SE 5: Basic GUI Development in Java
Java Programming with J2SE 5: Java Applets

Microsoft .NET Software Development Tools

Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010
- Creating Windows Applications with C# 2010
- Creating User Interfaces for Windows Applications with C# 2010
- Windows Applications Content Creation and Management with C# 2010
- Windows Applications Databinding with C# 2010
- Customizing and Managing Multithreaded Applications with C# 2010
- Securing and Deploying WPF Applications with C# 2010

Microsoft .NET Framework 2.0: Application Development Foundation with C# 2005
- C# 2005: System Types and Collections
- C# 2005: Serialization and I/O
- C# 2005: Customized Programming
- C# 2005: Security
- C# 2005: Threading, Service Processing, and Application Domains
- C# 2005: Diagnostics and Management

Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010
- Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010
- Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
- Microsoft .NET Framework 4.0: Data Integration with VB 2010
- Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010
- Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010
- Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010
- Microsoft .NET Framework 4.0: Debugging, Tracing and Monitoring Web Applications with VB 2010
- Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010

Microsoft .NET Framework 4: Web Application Development with Visual C# 2010
- Microsoft .NET Framework 4: Web Form Controls with C# 2010
- Microsoft .NET Framework 4: Data Integration with C# 2010
- Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010
- Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010
- Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010
- Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010
- Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010

Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)
- Getting Started with WCF 4 Using C# 2010
- WCF 4 Contracts, Behaviors, and Data Management Using C# 2010
- Securing and Managing a WCF 4 Application with C# 2010
- Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010

Accessing Data with Microsoft .NET Framework for C# Developers (70-516)
- Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
- Managing ADO.NET 4 Connections and Commands with C# 2010
- GETTING STARTED WITH ADO.NET 4 DATASETS USING C# 2010
- Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
- Updating ADO.NET DataSets with C# 2010
- Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
- Working with the ADO.NET Entity Framework 4 Using C# 2010
- Using LINQ and XML with ADO.NET 4 and C# 2010

- Getting Started with WCF 4 using VB 2010
- WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
- Securing and Managing a WCF 4 Application with Visual Basic 2010
- Discovery, Routing, and RESTful Services in WCF 4 Applications with Visual Basic 2010
Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

- Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
- Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
- Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
- Updating ADO.NET DataSets with Visual Basic 2010
- Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010
- Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010
- Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
- Using LINQ and XML with ADO.NET 4 and Visual Basic 2010

Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

- Windows Application Development with Visual Basic 2010
- Creating User Interfaces for Windows Applications with Visual Basic 2010
- Windows Applications Content Creation and Management with Visual Basic 2010
- Windows Applications Databinding with Visual Basic 2010
- Customizing and Managing Multithreaded Applications with Visual Basic 2010
- Securing and Deploying WPF Applications with Visual Basic 2010

Microsoft .NET: An Overview

- .NET Overview: Windows, Web, and the Cloud

Generic Languages

C++ programming

- C++ Programming: Structured Programming
- C++ Programming: Classes and Data Abstraction
- C++ Programming: Manipulating Objects
- C++ Programming: Overloading
- C++ Programming: Files and Streams
- C++ Programming: Programming Techniques
- Final Exam: C++ programming

ANSI C Programming

- ANSI C Programming: Introducing C
- ANSI C Programming: Data Representation
- ANSI C Programming: Functions
- ANSI C Programming: Expressions

ANSI C Programming: Flow Control
- ANSI C Programming: Text Processing
- ANSI C Programming: Processing Records
- ANSI C Programming: Pointers
- ANSI C Programming: The Standard Library and Preprocessor
- Final Exam: ANSI C Programming

Perl Programming Fundamentals

- Perl Language Fundamentals
- Starting to Program with Perl

Software Programming Fundamentals

Software Programming Fundamentals

- Getting Started with Software Programming
- Introduction to Software Program Design
- Software Program Control Flow Fundamentals

Software Development Principles

Agile Software Development

- Introducing Agile Software Development
- Planning an Agile Software Development Project
- Managing Agile Software Development
- Agile Programming and Testing

Best Practices for Software Programming

- General Coding Best Practices
- Maintaining Quality Code
- Object-oriented Coding Best Practices
- Programming Techniques and Strategies

Developing a User-Centered Software Design Approach

- Introducing User-Centered Design
- Developing an Application Using User-Centered Design
- The Iterative Process in User-Centered Design
- Practical Examples of User-Centered Design

Software Testing Foundations

Software Testing Foundations

- Fundamentals of Software Testing
- Testing Throughout the Software Life Cycle
- Static Techniques and Test Design in Software Testing
- Black-Box Software Testing Techniques
- White-Box Software Testing Techniques
- Software Test Management
Configuration Management, Risks, and Incidents in Software Testing
Tool Support in Software Testing

**Mentoring Assets**

- Mentoring 1Z0-853 Java Standard Edition 5 Programmer
- Mentoring 1Z0-851 Java Standard Edition 6 Programmer
- Mentoring 70-515 VB—TS: Web Applications Development with .NET 4
- Mentoring 70-513 C#—TS: Windows Communication Foundation with .NET 4
- Mentoring 70-515 C#—TS: Web Applications Development with .NET 4
- Mentoring 70-516 C#—TS: Accessing Data with Microsoft .NET Framework 4
- Mentoring 70-511 C#—TS: Windows Applications Development with .NET 4
- Mentoring 70-513 VB—TS: Windows Communication Foundation with .NET 4
- Mentoring 70-516 VB—TS: Accessing Data with Microsoft .NET Framework 4
- Mentoring 70-511 VB—TS: Windows Applications Development with .NET 4
- Mentoring 1Z0-804 Java SE 7 Programmer II
- Mentoring 1Z0-801 Certified Tester Foundation Level
- Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3
- Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript

**Test Preps**

- TestPrep 1Z0-853 Java Standard Edition 5 Programmer
- TestPrep 1Z0-851 Java Standard Edition 6 Programmer
- TestPrep 70-515 VB—TS: Web Applications Development with .NET 4
- TestPrep 70-515 C#—TS: Web Applications Development with .NET 4
- TestPrep 70-513 C#—TS: Windows Communication Foundation with .NET 4
- TestPrep 70-516 C#—TS: Accessing Data with Microsoft .NET Framework 4
- TestPrep 70-511 C#—TS: Windows Applications Development with .NET 4
- TestPrep 70-513 VB—TS: Windows Communication Foundation with .NET 4
- TestPrep 70-516 VB—TS: Accessing Data with Microsoft .NET Framework 4
- TestPrep 1Z0-803 Java SE 7 Programmer
- TestPrep 70-511 VB—TS: Windows Applications Development with .NET 4
- TestPrep 1Z0-804 Java SE 7 Programmer II

**COMP TIA A+**

**CompTIA A+ 220-801**

- CompTIA A+ 220-801: BIOS and Motherboards
- CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
- CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
- CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
- CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
- CompTIA A+ 220-801: Networking Technologies
- CompTIA A+ 220-801: Networking Devices and Tools
- CompTIA A+ 220-801: Laptops
- CompTIA A+ 220-801: Printers
- CompTIA A+ 220-801: Operational Procedures

**CompTIA A+ 220-802**

- CompTIA A+ 220-802: Introducing Microsoft Windows
- CompTIA A+ 220-802: Installing and Configuring Windows
- CompTIA A+ 220-802: Optimizing Windows
- CompTIA A+ 220-802: Managing Windows
- CompTIA A+ 220-802: Security and Data Disposal
- CompTIA A+ 220-802: Mobile Devices
- CompTIA A+ 220-802: System Troubleshooting
- CompTIA A+ 220-802: General Troubleshooting

**COMP TIA Server+**

**CompTIA Server+ 2009**

- CompTIA Server+ 2009: System Hardware
- CompTIA Server+ 2009: System Software
- CompTIA Server+ 2009: Server Functions and Network Essentials
- CompTIA Server+ 2009: Storage
- CompTIA Server+ 2009: IT Environment
- CompTIA Server+ 2009: Disaster Recovery
Microsoft SharePoint Server 2010

Microsoft SharePoint 2010: Configuring
- Installing and Configuring Microsoft SharePoint 2010
- Core Configuration for SharePoint 2010
- Upgrading to Microsoft SharePoint 2010
- Configuring and Administrating SharePoint 2010 Search
- Configuring Web Applications for SharePoint 2010
- SharePoint 2010 Authentication and Web Application Security Configuration
- Configuring SharePoint 2010 Site Collections
- Managing SharePoint 2010 Features and Solutions
- SharePoint 2010 Operational Health
- SharePoint 2010 Performance

Microsoft SharePoint 2010: Administration
- Designing a SharePoint 2010 Physical Architecture
- SharePoint 2010 Logical Design and Sandbox Solutions
- SharePoint 2010 Deployment Topology and Availability
- Planning SharePoint 2010 Service Applications and Component Strategy
- Planning a SharePoint 2010 Upgrade
- Designing SharePoint 2010 Security
- SharePoint 2010 Maintenance and Provisioning
- Backing Up, Restoring, and Monitoring SharePoint 2010
- Planning for Search in SharePoint 2010
- SharePoint 2010 Content Management, Social Computing, and Collaboration

Designing and Developing Microsoft SharePoint 2010 Applications
- Data Access and Storage in SharePoint 2010
- Development Models and Methods in SharePoint 2010
- Presentation Layers and Components in SharePoint 2010
- AJAX, the SharePoint Ribbon, and ContentType Development in SharePoint 2010
- Custom Branding and Navigation for SharePoint 2010
- Application Design and Security in SharePoint 2010
- Performance Analysis and Debugging in SharePoint 2010
- Integration and Data Capture Methodologies with SharePoint 2010
- Information Architecture and Workflow Solutions in SharePoint 2010
- Regional Settings and Configuration in SharePoint 2010

Microsoft SharePoint 2010: Application Development
- Customizing the SharePoint 2010 User Interface Programmatically
- Developing SharePoint 2010 Web Parts and Controls
- Developing Business Logic Using SharePoint 2010 Workflows and ECM
- Programmatically Working with Permissions and BCS in SharePoint 2010
- Working With SharePoint 2010 Data
- SharePoint Server 2010 Object Model
- SharePoint 2010 Features and Solutions
- SharePoint 2010 Site Branding
- Extending SharePoint 2010 Search and Document Namespaces
- Stabilizing and Deploying SharePoint 2010 Components

Microsoft Exchange Server 2010 SP1: Configuring
- Exchange Server 2010 SP1: Planning for Exchange Server
- Exchange Server 2010 SP1: Installation and Configuration
- Exchange Server 2010 SP1: Administrative Tools
- Exchange Server 2010 SP1: Mailbox Server Administration
- Exchange Server 2010 SP1: Public Folders and Messaging Records Management
- Exchange Server 2010 SP1: Message Transport
- Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security
- Exchange Server 2010 SP1: Client Access
- Exchange Server 2010 SP1: High Availability
- Exchange Server 2010 SP1: Backup and Recovery
- Exchange Server 2010 SP1: Monitoring Mail Flow and Performance

Microsoft SharePoint 2010 SP1: Administration
- SharePoint 2010 SP1: Designing the Physical Architecture
- SharePoint 2010 SP1: Logical Design and Sandbox Solutions
- SharePoint 2010 SP1: Deployment Topology and Availability
- SharePoint 2010 SP1: Planning Service Applications and Component Strategy
- SharePoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade
- SharePoint 2010 SP1: Designing Security
- SharePoint 2010 SP1: Maintenance and Provisioning
- SharePoint 2010 SP1: Backing Up, Restoring, and Monitoring
- SharePoint 2010 SP1: Planning for Search
SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration

Microsoft SharePoint Server 2010 SP1: Configuring
- SharePoint 2010 SP1: Installation and Configuration
- SharePoint 2010 SP1: Core Configuration
- SharePoint 2010 SP1: Upgrading to SharePoint 2010 SP1
- SharePoint 2010 SP1: Configuring and Administering Search
- SharePoint 2010 SP1: Configuring Web Applications
- SharePoint 2010 SP1: Authentication and Web Application Security Configuration
- SharePoint 2010 SP1: Configuring Site Collections
- SharePoint 2010 SP1: Managing Features and Solutions
- SharePoint 2010 SP1: Operational Health
- SharePoint 2010 SP1: Performance
- SharePoint Online

Microsoft SharePoint Server 2007

Microsoft Office SharePoint Server 2007 Application Development
- Managing Enterprise Content with MOSS 2007
- Integrating Business Data using MOSS 2007
- Creating Business Intelligence Solutions with MOSS 2007
- Application Platform Services within MOSS 2007
- Searching Data Using MOSS 2007
- Targeting and Customizing with MOSS 2007

Microsoft System Center Essentials

Microsoft System Center Essentials: installation and Configuration
- Installing and Configuring System Center Essentials 2010
- Managing Computers, Devices, and Updates in System Center Essentials 2010
- Monitoring and Using Reports in System Center Essentials 2010
- Virtualization Management in Essentials 2010
- Backing up, Restoring, and Troubleshooting Essentials 2010

Windows 8

Microsoft Windows 8: Configuration
- Microsoft Windows 8—Configuring: Getting Started with Windows 8

Microsoft Windows 8—Configuring: Installation Components
- Microsoft Windows 8—Configuring: User Accounts and Policies
- Microsoft Windows 8—Configuring: Configuring User Applications
- Microsoft Windows 8—Configuring: Accessing User Data
- Microsoft Windows 8—Configuring: Sharing and Securing User Data
- Microsoft Windows 8—Configuring: Devices and Disks
- Microsoft Windows 8—Configuring: Networking Configuration and Security
- Microsoft Windows 8—Configuring: Optimization and Performance
- Microsoft Windows 8—Configuring: System Management and Recovery

Microsoft Windows 7

Microsoft Windows 7: First Look for IT Professionals
- Microsoft Windows 7: First Look for IT Professionals
- Microsoft Windows 7: Configuration
- Installing, Upgrading, and Migrating to Windows 7
- Deploying Windows 7
- Configuring Hardware and Applications in Windows 7
- Configuring Network Connectivity in Windows 7
- Configuring Access to Resources in Windows 7
- Configuring Mobile Computing in Windows 7
- Monitoring, Backing Up, and Restoring Windows 7 Systems

Microsoft Windows 7: Enterprise Desktop Administrator
- Planning for Windows 7 Deployment
- Determining Application Compatibility for Windows 7
Microsoft Windows 7: Enterprise Desktop Support Technician

- Identifying and Resolving Windows 7 Application Issues
- Management and Maintenance of Windows 7 Client Systems
- Troubleshooting Logon and Resource Access Issues in Windows 7
- Resolving Windows 7 Network Connectivity Issues
- Troubleshooting IE8 and Encryption Issues in Windows 7
- Protecting Windows 7 Against Malware and Vulnerabilities

Microsoft Windows Server 2012

Microsoft Windows Server 2012: Installing and Configuring

- Microsoft Windows Server 2012—Installing and Configuring: Getting Started
- Microsoft Windows Server 2012—Installing and Configuring: Shares & Permissions
- Microsoft Windows Server 2012—Installing and Configuring: Storage and Printing
- Microsoft Windows Server 2012—Installing and Configuring: Hyper-V
- Microsoft Windows Server 2012—Installing and Configuring: Virtualization
- Microsoft Windows Server 2012—Installing and Configuring: DHCP Configuration
- Microsoft Windows Server 2012—Installing and Configuring: DNS Configuration
- Microsoft Windows Server 2012—Installing and Configuring: AD Configuration
- Microsoft Windows Server 2012—Installing and Configuring: AD Accounts & Groups
- Microsoft Windows Server 2012—Installing and Configuring: Group Policies
- Microsoft Windows Server 2012—Installing and Configuring: Security

Microsoft Windows Server 2012: Administration

- Microsoft Windows Server 2012 – Administering: WDS and Monitoring
- Microsoft Windows Server 2012 – Administering: WSUS
- Microsoft Windows Server 2012 – Administering: DFS and FSRM
- Microsoft Windows Server 2012 – Administering: BitLocker, EFS, and Auditing
- Microsoft Windows Server 2012 – Administering: DNS
- Microsoft Windows Server 2012 – Administering: RADIUS, NPS, and NAP
- Microsoft Windows Server 2012 – Administering: Service Accounts
- Microsoft Windows Server 2012 – Administering: WDS, FSMO, and Virtual DC Cloning
- Microsoft Windows Server 2012 – Administering: RODC and Password Policies
- Microsoft Windows Server 2012 – Administering: Backup and Recovery
- Microsoft Windows Server 2012 – Administering: Policies and Templates
- Microsoft Windows Server 2012 – Administering: GPO Manipulation and Processing

Microsoft Windows Server 2012: Configuring Advanced Services

- Microsoft Windows Server 2012 – Configuring Advanced Services: NLB & Clustering
- Microsoft Windows Server 2012 – Configuring Advanced Services: VM Clusters & DR
- Microsoft Windows Server 2012 – Configuring Advanced Services: Storage
- Microsoft Windows Server 2012 – Configuring Advanced Services: Forests & Domains
- Microsoft Windows Server 2012 – Configuring Advanced Services: File Management and DAC
- Microsoft Windows Server 2012 – Configuring Advanced Services: DHCP, DNS, & IPAM
- Microsoft Windows Server 2012 – Configuring Advanced Services: Site Replication
- Microsoft Windows Server 2012 – Configuring Advanced Services: PKI
- Microsoft Windows Server 2012 – Configuring Advanced Services: RMS & Federation

Microsoft Windows Server 2008

Microsoft Windows Server 2008: New Features

- Introducing Windows Server 2008
Microsoft Windows Server 2008: Configuring Active Directory
- The Active Directory Infrastructure in Windows Server 2008
- Additional Active Directory Server Roles in Windows Server 2008
- Active Directory Objects in Windows Server 2008
- Group Policy Objects Strategy in Windows Server 2008
- Configuring DNS in Windows Server 2008
- Communications and Security in Windows Server 2008

Microsoft Windows Server 2008: Configuring Network Infrastructure
- Configure IP Addressing and Windows Services in Windows Server 2008
- Configure, Manage, and Maintain IP Services in Windows Server 2008
- Name Resolution in Windows Server 2008
- Configure Network Access in Windows Server 2008
- DNS Zones and Replication in Windows Server 2008
- Configure File and Print Services in Windows Server 2008
- Monitor Network Infrastructure in Windows Server 2008

Microsoft Windows Server 2008: Configuring Applications Infrastructure
- Deploying Windows Server 2008 Servers
- Configuring Windows Server 2008 Availability
- Configure Terminal Services in Windows 2008
- Configuring Windows Server Hyper-V and Virtual Machines
- Configuring Web Services and Security in Windows Server 2008
- Managing IIS in Windows Server 2008
- Configuring Web Service Protocols in Windows Server 2008
- Configuring Network Application Services in Windows Server 2008

Microsoft Windows Server 2008: Server Administration
- Planning Windows Server 2008 Deployment
- Planning Active Directory and Group Policy for Windows Server 2008
- Windows Server 2008 Management and Delegation
- Managing File Servers and Data Provisioning in Windows Server 2008
- Windows Server 2008 Application Server Management and Application Provisioning
- Windows Server 2008 Application Servers and Services
- Patch Management and Securing and Monitoring Servers in Windows Server 2008
- Certificate Services, SANs, and High Availability in Windows Server 2008
- Accessing Windows Networks Remotely in Windows Server 2008
- Windows Server 2008 Backup and Recovery

Microsoft Windows Server 2008: Enterprise Administration
- Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008
- Network Access in Microsoft Windows Server 2008
- Application Access and Delivery in Microsoft Windows Server 2008
- Server and Application Virtualization in Microsoft Windows Server 2008
- Designing the Active Directory Infrastructure in Microsoft Windows Server 2008
- Active Directory Administration in Microsoft Windows Server 2008
- Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
- The Certificate Services Infrastructure in Microsoft Windows Server 2008
- Software Updates and Compliance Management in Microsoft Windows Server 2008
- Designing Data Security and High Availability in Microsoft Windows Server 2008

Microsoft Windows 2008: Update to R2
- Active Directory Domain Services in Windows Server 2008 R2
- Access Control in Windows Server 2008 R2
- Management Improvements in Windows Server 2008 R2
- Improvements to Role Services in Windows Server 2008 R2

Microsoft Hyper-V
Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V
- Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview
- Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V
| Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server |
| Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration |
| Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management |
| Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates |
| Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability |
| Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services |
| Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles |
| Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments |

| Oracle Application Server 10g: Administration I |
| Oracle Application Server 10g: Introduction |
| Oracle Application Server 10g: Infrastructure and Middle Tier Installation |
| Oracle Application Server 10g: Management Tools and Oracle Internet Directory |
| Oracle Application Server 10g: General Management and Directives for the HTTP Server |
| Oracle Application Server 10g: OracleAS Web Cache |
| Oracle Application Server 10g: OracleAS Portal |
| Oracle Application Server 10g: mod_plsql, CGI Scripts, and Database Providers |
| Oracle Application Server 10g: Application Management and Deployment |
| Oracle Application Server 10g: Component Administration in Oracle Internet Directory |
| Oracle Application Server 10g: DAS and SSO |
| Oracle Application Server 10g: Component Security with SSL |
| Oracle Application Server 10g: Oracle Certificate Authority Management |

| Oracle Application Server 10g: Administration II |
| OracleAS 10g: Managing Customized Topologies and Distributing Infrastructure Components |
| OracleAS 10g: High Availability |
| OracleAS 10g: Managing and Configuring Clusters |
| OracleAS 10g: Business Intelligence Component Management |
| OracleAS 10g: XML Applications, Web Services, and Monitoring |
| OracleAS 10g: Tuning and Reconfiguring the Middle Tier |
| OracleAS 10g: Backup and Recovery |

| Sun Solaris 9 |
| Sun Microsystems Solaris 9: System Administration I |
| Solaris 9 Installation and OpenBoot |
| Solaris 9 System Administration |
| Solaris 9 System Operations |
| Solaris 9 Device and File System Management |
| Solaris 9 Management Tools |
| Solaris 9 Security |
| Sun Microsystems Solaris 9: System Administration II |
| Solaris 9 Advanced Installation |
| Solaris 9 Networking |
| Solaris 9 File Systems and Storage |
| Solaris 9 Naming Services |
| Solaris 9 Systems Supervision |

| UNIX |
| UNIX: System Administration |
| UNIX User and Data Management |
| Deploying and Initializing UNIX Systems |
| Securing UNIX Systems |
| Managing UNIX Software and System Services |
| Networking and UNIX Name Resolution |
| Managing UNIX Clients |
| Administering UNIX Network Services |
| UNIX Systems Management |
| UNIX: Operating System Fundamentals |
| Introduction to UNIX |
| UNIX System Architecture |
| UNIX: Shell Programming |
| UNIX Shell Scripting Basics |
| UNIX Shell Scripting Tools |
| Writing UNIX Shell Programs |
| UNIX: The User Environment |
| Customizing the UNIX User Environment |
| Working with UNIX Files and Directories |
| Working with UNIX Programs |
| Text Editing and Printing in UNIX |
UNIX Essentials

Unix Fundamentals
- UNIX Fundamentals: Overview
- UNIX Fundamentals: Shell Scripting Basics
- UNIX Fundamentals: Files and Directories
- UNIX Fundamentals: Security
- UNIX Fundamentals: Network Administration

Linux Professional Institute

Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101
- Junior Level LPIC-1 Exam 101: Linux System Architecture
- Junior Level LPIC-1 Exam 101: Linux Installation
- Junior Level LPIC-1 Exam 101: Linux Package Management
- Junior Level LPIC-1 Exam 101: Unix Command Line
- Junior Level LPIC-1 Exam 101: File Management and Redirects
- Junior Level LPIC-1 Exam 101: Process Management
- Junior Level LPIC-1 Exam 101: Working With Text Files
- Junior Level LPIC-1 Exam 101: Partitions and File Systems
- Junior Level LPIC-1 Exam 101: File and Storage Administration

Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102
- Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment
- Junior Level LPIC-1 Exam 102: User Interfaces and Desktops
- Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux
- Junior Level LPIC-1 Exam 102: Essential Linux System Services
- Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals
- Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting
- Junior Level LPIC-1 Exam 102: Linux Security
- Junior Level LPIC-1 Exam 102: Linux Encryption

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201
- Linux User Notification and Device Management
- E-mail and Security in Linux

VMware

VMware Overview
- Virtualization with VMware: An Overview
- VMware Desktop Overview
- VMware Server Overview
- VMware Datacenter Overview

VMware Workstation
- VMware Workstation 7: Getting started with Virtual Machines
- VMware Workstation 7: Managing Virtual Machines

VMware: Datacenter Virtualization with vSphere 5 — Part 2
- VMware vSphere 5 — Part 2: vSphere Clustering
- VMware vSphere 5 — Part 2: High Availability and Fault Tolerance
- VMware vSphere 5 — Part 2: Processor and Resource Management
- VMware vSphere 5 — Part 2: DRS, Resource Pools, and vApps
- VMware vSphere 5 — Part 2: Logging and Performance
- VMware vSphere 5 — Part 2: vSphere Security
- VMware vSphere 5 — Part 2: Securing Hosts, Internal Components, Certificate Use
- VMware vSphere 5 — Part 2: Host Profiles, Update Manager, and Auto Deploy
- VMware vSphere 5 — Part 2: vCenter Server Appliance Deployments and Upgrades
- VMware vSphere 5 — Part 2: Upgrading Hosts and Virtual Machines

VMware: Datacenter Virtualization Design and Optimization with vSphere 5
- VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
- VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
- VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
- VMware vSphere 5 – Datacenter Design VMs, Management, and Implementation

VMware: Datacenter Virtualization with vSphere 5 — Part 1
- VMware vSphere 5 — Part 1: Introduction to Virtualization
- VMware vSphere 5 — Part 1: vCenter Server Installation
- VMware vSphere 5 — Part 1: vSphere Client and vCenter Server Configuration
| VMware vSphere 5—Part 1: ESXi Installation and Configuration |
| VMware vSphere 5 – Part 1: vCenter Server Inventory |
| VMware vSphere 5—Part 1: vCenter Server Administration |
| VMware vSphere 5—Part 1: vCenter Server Management |
| VMware vSphere 5—Part 1: Creating Virtual Machines |
| VMware vSphere 5—Part 1: Configuring and Managing Virtual Machines |
| VMware vSphere 5—Part 1: An Overview of Virtual Network Creation |
| VMware vSphere 5—Part 1: Configuring and Managing Virtual Networks |
| VMware vSphere 5—Part 1: Introduction to vSphere Storage Concepts |
| VMware vSphere 5 – Part 1: Storage Configuration and Management |

| Mentoring Assets |
| Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring |
| Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring |
| Mentoring 70-643 TS: Windows Server 2008 Application Infrastructure, Configuring |
| Mentoring 70-646 PRO: Windows Server 2008, Server Administrator |
| Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator |
| Mentoring 70-680 TS: Windows 7, Configuring |
| Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator |
| Mentoring SK0-003 Server+ |
| Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician |
| Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator |
| Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring |
| Mentoring LX0-101 Linux+ Powered by LPI Exam 1 |
| Mentoring LX0-102 Linux+ Powered by LPI Exam 2 |
| Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring |
| Mentoring 70-659 TS: Windows Server 2008 R2, Server Virtualization |
| Mentoring VMware: Datacenter Virtualization with vSphere 5—Part 2 |
| Mentoring 220-801 CompTIA A+ |
| Mentoring 220-802 CompTIA A+ |
| Mentoring 70-687 Configuring Windows 8 |
| Mentoring 70-410 Installing and Configuring Windows Server 2012 |

| Test Preps |
| TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring |
| TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring |
| TestPrep 70-643 TS: Windows Server 2008 Application Infrastructure, Configuring |
| TestPrep 70-646 PRO: Windows Server 2008, Server Administrator |
| TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator |
| TestPrep 70-646 PRO: Windows Server 2008, Server Administrator |
| TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring |
| TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator |
| TestPrep LX0-101 Linux+ Powered by LPI Exam 1 |
| TestPrep LX0-102 Linux+ Powered by LPI Exam 2 |
| TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring |
| TestPrep 70-659 TS: Windows Server 2008 R2, Server Virtualization |
| TestPrep 220-801 CompTIA A+ |
| TestPrep 220-802 CompTIA A+ |
| TestPrep 70-410 Installing and Configuring Windows Server 2012 |
| TestPrep 70-687 Configuring Windows 8 |
| TestPrep 70-411 Administering Windows Server 2012 |
| TestPrep 70-412 Configuring Advanced Windows Server 2012 Services |
| TestPrep 70-688 Managing and Maintaining Windows 8 |
| Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV) |
INTERNET AND NETWORK TECHNOLOGIES

Social Networking

Social Networking for Users

CompTIA Networking, Internetworking, and Security Technologies

CompTIA Network+ 2012

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

CompTIA Security+ 2011

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

Network Protocols

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

TCP/IP: Protocols for Securing Web Transactions

- Digital Payments

TCP/IP: Network Management Protocols

- SNMP, MIBs, and RMON

Data/Telecommunications

IPv6 and Future Applications

- IPv6

Lightweight Directory Access Protocol

- LDAP Fundamentals
- Designing and Maintaining LDAP Directory Services

Wireless Communications

Advanced Wireless Technologies

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

Wireless

Understanding and Evaluating RFID Technology for your Business

- RFID Technology and Business Applications
- RFID: Applications Management

Networking and Telecommunications Fundamentals

Introduction to Voice over IP

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

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

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

Certified Information Systems Security Professional (CISSP) 2012
- CISSP 2012 Domain: Access Control
- CISSP 2012 Domain: Telecommunications and Network Security
- CISSP 2012 Domain: Information Security Governance and Risk Management
- CISSP 2012 Domain: Cryptography
- CISSP 2012 Domain: Operations Security
- CISSP 2012 Domain: Business Continuity and Disaster Recovery Planning

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

Certified Information Security Manager (CISM) 2012
- CISM 2012: Information Security Governance (Part 1)
- CISM 2012: Information Security Governance (Part 2)
- CISM 2012: Information Security Governance (Part 3)
- CISM 2012: Information Risk Management and Compliance (Part 1)
- CISM 2012: Information Risk Management and Compliance (Part 2)
- CISM 2012: Information Security Program Development and Management (Part 1)
- CISM 2012: Information Security Program Development and Management (Part 2)
- CISM 2012: Information Security Program Development and Management (Part 3)
- CISM 2012: Information Security Program Development and Management (Part 4)
- CISM 2012: Information Security Program Development and Management (Part 5)
- CISM 2012: Information Security Incident Management (Part 1)
- CISM 2012: Information Security Incident Management (Part 2)

Cisco

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

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

SECURE 1.0: Securing Networks with Cisco Routers and Switches
Cisco SECURE 1.0: Protection Controls and Identity-based Network Services
Cisco SECURE 1.0: Deploying Basic 802.1X Features
Cisco SECURE 1.0: Advanced Switched Data Plane Security Controls
Cisco SECURE 1.0: Advanced Routed Data Plane Security Controls
Cisco SECURE 1.0: Advanced Control Plane Security Controls
Cisco SECURE 1.0: Deploying Advanced Management Plane Security Controls
Cisco SECURE 1.0: Deploying Network Address Translation
Cisco SECURE 1.0: Deploying Basic Zone-Based Policy Firewalls
Cisco SECURE 1.0: Deploying Advanced Zone-Based Policy Firewalls
Cisco SECURE 1.0: Deploying Cisco IOS Software IPS
Cisco SECURE 1.0: Site-to-Site VPN Architectures and Technologies
Cisco SECURE 1.0: Deploying Scalable Authentication in Site-to-Site IPsec VPNs
Cisco SECURE 1.0: Deploying DMVPNs
Cisco SECURE 1.0: Deploying Tunnel-Based IPsec VPNs and GET VPNs
Cisco SECURE 1.0: Remote Access VPNs
Cisco SECURE 1.0: Deploying Remote Access Solutions Using SSL VPN

CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1
Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Cisco CIPT1 8.0: Implementing Call Coverage
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
Cisco CIPT1 8.0: Feature and Application Implementation
Cisco CIPT1 8.0: Cisco Unified Mobility

CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2
Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview
Cisco CIPT2 8.0: Multisite Deployment Implementation
Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation
Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation
Cisco CIPT2 8.0: Features and Applications for Multisite Deployments
Cisco CIPT2 8.0: Call Control Discovery

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

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

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

Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers

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

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

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

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

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

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

VPN 2.0: Deploying Cisco ASA VPN Solutions
- Cisco VPN 2.0: Implementing Core Cisco ASA Policy Configurations and PKI Services
- Cisco VPN 2.0: Deploying Clientless SSL VPNs
- Cisco VPN 2.0: Policy Configurations and PKI Services
- Cisco VPN 2.0: Cisco AnyConnect Remote Access SSL Solutions
- Cisco VPN 2.0: Deploying Advanced AAA in Cisco Full-Tunnel VPNs
- Cisco VPN 2.0: Cisco ASA Adaptive Security Appliance Remote Access IPsec VPNs
- Cisco VPN 2.0: Cisco ASA Site-to-Site IPsec VPN Solutions
- Cisco VPN 2.0: Implementing Cisco Secure Desktop and DAP for SSL VPNs
- Cisco VPN 2.0: Deploying High Availability Features in Cisco ASA VPNs
ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

- ICND1 2.0: Access Control Lists and Network Address Translation
- ICND1 2.0: Operating Cisco IOS Software
- ICND1 2.0: Understanding IPv4 Addresses
- ICND1 2.0: Networking, Communications, and LANs
- ICND1 2.0: Switch Operations
- ICND1 2.0: Ethernet Operations
- ICND1 2.0: Address Blocks and VLSM
- ICND1 2.0: The Transport Layer and Router Configuration
- ICND1 2.0: Packet Delivery and Static Routing
- ICND1 2.0: Managing Network Device Security
- ICND1 2.0: VLANs and DHCP
- ICND1 2.0: WANs and Dynamic Routing Protocols
- ICND1 2.0: IPv6

ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

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

Certified Information Security Manager (CISM) 2013

- CISM 2013: Information Security Governance (Part 1)
- CISM 2013: Information Security Governance (Part 2)
- CISM 2013: Information Security Governance (Part 3)
- CISM 2013: Information Risk Management and Compliance (Part 1)
- CISM 2013: Information Security Incident Management (Part 1)
- CISM 2013: Information Risk Management and Compliance (Part 2)
- CISM 2013: Information Security Incident Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 1)
- CISM 2013: Information Security Program Development and Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 3)

EMC

EMC Information Storage and Management (ISM) v2

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

Cloud Computing

Cloud Computing for Business Professionals

- Introducing Cloud Computing
- Moving Business Services into the Cloud

Cloud Computing for IT Professionals

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

Certified Information Security Manager (CISM) 2013

- CISM 2013: Information Security Governance (Part 1)
- CISM 2013: Information Security Governance (Part 2)
- CISM 2013: Information Security Governance (Part 3)
- CISM 2013: Information Risk Management and Compliance (Part 1)
- CISM 2013: Information Security Incident Management (Part 1)
- CISM 2013: Information Risk Management and Compliance (Part 2)
- CISM 2013: Information Security Incident Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 1)
- CISM 2013: Information Security Program Development and Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 3)
- Mentoring 642-637 Securing Networks with Cisco Routers and Switches (SECURE)
- Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
- Mentoring 642-627 Implementing Cisco Intrusion Prevention System (IPS)
- Mentoring SY0-301 Security+
- Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)
- Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
- Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESIGN)
- Mentoring Certified Information Systems Auditor (CISA)
- Mentoring Systems Security Certified Practitioner (SSCP)
- Mentoring Certified Information Security Manager (CISM)
- Mentoring 642-618 Deploying Cisco ASA Firewall Solutions (FIREWALL)
- Mentoring 642-648 Deploying Cisco ASA VPN Solutions (VPN)
- Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)
- Mentoring E10-001 Information Storage and Management
- Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
- Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
- Mentoring 200-120 Cisco Certified Network Associate (CCNA)
- Mentoring N10-005 Network+

**Enterprise Database Systems**

**Oracle 11g**

**Oracle Database 11g: New Features For Administrators**

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

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

- Oracle Database 11g: Database Architecture and Installation
- Oracle Database 11g: Database Creation, Instance Management, and Connectivity
- Oracle Database 11g: Storage Structures and User Security
- Oracle Database 11g: Managing the Schema, Data, and Concurrency
- Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance
- Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup
- Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database
Oracle Database 11g: Administration Workshop II
- Oracle Database 11g: Database Architecture and ASM
- Oracle Database 11g: Configuring for Recovery
- Oracle Database 11g: Configuring for Backups
- Oracle Database 11g: Using RMAN for Recovery
- Oracle Database 11g: Supporting RMAN and Using Flashback Technology
- Oracle Database 11g: Diagnosing the Database and Managing Memory
- Oracle Database 11g: Database Performance and Space Management
- Oracle Database 11g: Managing Resources and Task Automation
- Oracle Database 11g: Globalization

Oracle Database 11g: SQL and PL/SQL New Features
- Getting Started with SQL and PL/SQL New Features
- Using Dynamic SQL and Implementing Performance Improvements
- Using Trigger, Data Warehousing, and Pivoting Enhancements
- Using the PL/SQL Debugger, Collections and Data Warehousing

Oracle Database 11g: SQL Fundamentals I
- Oracle Database 11g: Using SQL to Query Your Database
- Oracle Database 11g: Conversion Functions, Group Functions, and Joins
- Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation
- Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms

Oracle Database 11g: SQL Fundamentals II
- Oracle Database 11g: Controlling User Access and Managing Schema Objects
- Oracle Database 11g: Data Dictionary Views and Large Data Sets
- Oracle Database 11g: Managing Data in Different Time Zones
- Oracle Database 11g: Using Subqueries and Regular Expressions

Oracle Database 11g: PL/SQL Fundamentals
- Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements
- Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops
- Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL

Oracle Database 11g: Develop PL/SQL Program Units
- Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL
- Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL
- Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code
- Oracle Database 11g: Managing PL/SQL Code and Dependencies

Oracle Database 11g: Introduction to SQL
- Oracle Database 11g: Querying a Database with SQL
- Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins
- Oracle Database 11g: Manipulating Queries and Data
- Oracle Database 11g: Using DDL, Views, and Schema Objects
- Oracle Database 11g: Controlling User Access and Managing Objects
- Oracle Database 11g: Managing Data Dictionary Views and Large Data Sets
- Oracle Database 11g: Managing Time Zones and Datetime Functions
- Oracle Database 11g: Subqueries and Regular Expressions

Oracle Database 11g: Program with PL/SQL
- Oracle Database 11g: Getting Started With PL/SQL
- Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures
- Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors
- Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors
- Oracle Database 11g: Subprograms, Packages, and Exception Handling
- Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations
- Oracle Database 11g: Using Triggers and the PL/SQL Compiler
- Oracle Database 11g: PL/SQL Code and Dependency Management

Oracle Database 11g: Performance Tuning
- Oracle Database 11g: Performance Tuning Methodology and Tools
- Oracle Database 11g: Using AWR and Defining Problems
- Oracle Database 11g: Metrics, Alerts, Baselines, AWR Tools, and Services
Oracle Database 11g: SQL Tuning

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

Oracle Database 11g: Secure Backup

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

Oracle Database 11g: RAC Administration

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

Oracle Database 11g: Security

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

Oracle Database 11g: New Features for Administrators Release 2

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

Oracle Database 11g: Administration Workshop I Release 2

- Oracle Database 11g Release 2: Database Architecture and Installation
- Oracle Database 11g Release 2: Database Creation and Instance Management
- Oracle Database 11g Release 2: The ASM Instance and Network Connectivity
- Oracle Database 11g Release 2: Storage Structures and User Security
- Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing
- Oracle Database 11g Release 2: Managing Database Maintenance and Performance
- Oracle Database 11g Release 2: Backup and Recovery
- Oracle Database 11g Release 2: Moving Data and Oracle Support
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<td>- Oracle Database 11g Release 2: Performing Restore and Recovery Tasks</td>
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<td>- Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies</td>
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<td>- Oracle Database 11g Release 2: Managing Database Resources and the Scheduler</td>
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<td>- Oracle SOA Suite 11g: SOA Composite Applications</td>
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<td>- Oracle SOA Suite 11g: Mediator and BPEL Components</td>
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<td>- Oracle SOA Suite 11g: Human Task and Business Rules Components</td>
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<td>- Introduction to Oracle and SQL in Oracle Database 10g</td>
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<td>- SQL Functions in Oracle Database 10g</td>
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<td>- Displaying Multiple Table Data and Using Set Operators in Oracle Database 10g</td>
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<td>- Group and Datetime Functions in Oracle Database 10g</td>
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<td>- Subqueries and Hierarchical Queries in Oracle Database 10g</td>
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<td>- Regular Expressions and User Access in Oracle Database 10g</td>
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<td>- Creating and Managing Tables and Constraints in Oracle Database 10g</td>
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<td>- Database Objects in Oracle Database 10g</td>
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<td>- Managing Database Objects in Oracle Database 10g</td>
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<td>- Manipulating Data in Oracle Database 10g</td>
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<tr>
<td>- Using PL/SQL with an Oracle Server</td>
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<tr>
<td>- Using Control Structures</td>
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| Using Composite Data Types |
| Explicit Cursors and Exception Errors |
| Creating Stored Procedures and Functions |

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<td>- PL/SQL Packages</td>
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<td>- Oracle-Supplied Packages and DBMS_SCHEDULER</td>
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<td>- Managing Dependencies</td>
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<td>- Manipulating Large Objects in PL/SQL</td>
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<td>- PL/SQL Triggers</td>
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<td>- Dynamic SQL and Metadata</td>
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<td>- Oracle Database 10g: New Installation and Configuration Features</td>
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<td>- Oracle Database 10g: New Data Loading Features</td>
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<td>- Oracle Database 10g: New Automatic Management and Management Infrastructure Features</td>
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<td>- Oracle Database 10g: New Resource, Scheduling, and Task-Management Features</td>
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<td>- Oracle Database 10g: New Space Management Features</td>
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<th>Oracle Database 10g: New Features II</th>
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<td>- Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features</td>
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<td>- Oracle Database 10g: New Backup and Recovery Features</td>
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<td>- Oracle Database 10g: Using Flashback</td>
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<td>- Oracle Database 10g: New Features in Security and Software Maintenance</td>
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<td>- Oracle Database 10g: New Features in VLDB Support</td>
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<td>- Oracle Database 10g: Miscellaneous New Features</td>
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<td>- Oracle Database 10g: Installing Oracle Database 10g Release 2</td>
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<td>- Oracle Database 10g: Creating Databases Release 2</td>
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<td>- Oracle Database 10g: Database Interfaces Release 2</td>
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<td>- Oracle Database 10g: Database Control and Storage Structures Release 2</td>
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<td>- Oracle Database 10g: Users and Security Release 2</td>
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<td>- Oracle Database 10g: Managing Schema Objects and Data Release 2</td>
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<td>- Oracle Database 10g: The SQL*Loader and PL/SQL Release 2</td>
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<tr>
<td>- Oracle Database 10g: Oracle Net Services and Shared Servers Release 2</td>
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<td>- Oracle Database 10g: Monitoring and Maintenance Release 2</td>
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Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2
Oracle Database 10g: Managing Backup and Recovery Release 2

Systems and Database Design

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

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

Microsoft SQL Server 2012

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

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

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

Microsoft SQL Server 2008

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

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

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

Mentoring Assets

- Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators
- Mentoring 1Z0-042 Oracle Database 10g: Administration I
- Mentoring 1Z0-047 Oracle Database SQL Expert
- Mentoring 1Z0-051 Oracle Database 11g: SQL Fundamentals I
- Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators
- Mentoring 1Z0-052 Oracle Database 11g: Administration I
- Mentoring 1Z0-053 Oracle Database 11g: Administration II
- TestPrep 70-432TS: Microsoft SQL Server 2008, Implementation and Maintenance
- TestPrep 70-433TS: Microsoft SQL Server 2008, Database Development
- TestPrep 1Z0-053 Oracle Database 11g: Administration II
- TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases
- TestPrep 70-461 Querying Microsoft SQL Server 2012
- TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012

Test Preps

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

Oracle 11i

Oracle 11i E-Business Suite: Essentials for Implementers

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

Oracle 11i E-Business Suite: System Administrator Fundamentals

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

Oracle 11i: Project Foundation Fundamentals

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

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

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

SAP

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

SAP Business Suite 7 for End Users
- SAP Enterprise Resource Planning (ERP)
- SAP Customer Relationship Management (CRM)
- SAP Product Lifecycle Management
- SAP Supply Chain Management
- SAP Supplier Relationship Management

SAP Business One for End Users
- SAP Business One—Introduction for End Users

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

SAP R/3 Release 4.6

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

Overview of SAP R/3 Release 4.6
- SAP R/3 Release 4.6 Fundamentals

SAP ABAP Programming Fundamentals
- ABAP Fundamentals
- ABAP Programming I
- ABAP Programming II

WEB DESIGN

IT Professional

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

Web Development

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

Web Site Design—Principles

Designing and Hosting a Web Site
- Web Development Fundamentals
- Internet Site Development
- Web 2.0 Fundamentals

Adobe

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

Adobe Photoshop CS5
- Photoshop CS5: Getting Started
- Photoshop CS5: Beyond the Basics

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

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

Adobe InDesign CS4
- Adobe InDesign CS4: Fundamentals

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

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

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

Adobe Fireworks CS4
- Adobe Fireworks CS4: Fundamentals

Adobe Captivate 4
- Adobe Captivate 4

Adobe Reader X
- Adobe Reader X

Adobe Reader 9
- Adobe Reader 9

Adobe Reader 8.0
- Using Adobe Reader 8

Adobe Acrobat 9
- Adobe Acrobat 9: Fundamentals

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

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

Adobe InDesign CS5
- Adobe InDesign CS5: Fundamentals

Scripting and Web Languages

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

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

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

IT Business

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

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus
- ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
- ITIL® 2011 Edition Foundation: Introduction to Service Operation
- ITIL® 2011 Edition Foundation: Continual Service Improvement

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

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

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

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

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

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

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

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

Test Preps
- TestPrep ITIL Foundation
PROJECT EFFECTIVENESS

Project Management Curriculum

Project Management for Non-Project Managers

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


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

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

- Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
- Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)

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

- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
- Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)

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

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

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

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

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

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

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

- Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
- Control Project Communications (PMBOK® Guide Fifth Edition)

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

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

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

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

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

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

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

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

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

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

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

Team Building Curriculum

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

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

Business Analysis

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

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