

DBHDD University Professional Development Catalog

Course Category	Course Title
Operations Curriculum	
The Foundations of Six Sigma	
	Are You Listening to Your Customers?
	Quick Wins in Six Sigma Implementation
	Does Your Business Really Need Six Sigma?
	Six Sigma Versus TQM
	Lean Inbound Transportation
	Identifying Candidates for Key Six Sigma Roles
	A Critical-to-quality Tree - What's That?
	Basic Measurement Concepts in Six Sigma
Operations Management	
	Operations Management and the Organization
	Operations Management: Product and Service Management
	Operations and Supply Chain Management
	Operations Management: Inventory Management
	Operations Management: Forecasting and Capacity Planning
	Operations Management: Operations Scheduling
	Operations Management: Management of Quality
	Operations Management: Facilities Planning and Management
Six Sigma Green Belt: Six Sigma and the Organization	
	Lean Principles and Six Sigma Projects
	Six Sigma and Organizational Goals
	Design for Six Sigma and FMEA
Six Sigma Green Belt: Define	
	Six Sigma Project Identification
	Voice of the Customer in Six Sigma
	Basics of Six Sigma Project Management
	Six Sigma Management and Planning Tools
	Performance Metrics for Six Sigma
	Six Sigma Project Team Dynamics and Performance
Six Sigma Green Belt: Measure	
	Measurement System Analysis in Six Sigma
	Process and Performance Capability Measurement in Six Sigma
	Process Documentation and Analysis in Six Sigma
	Basic Probability and Statistical Distributions in Six Sigma
	Data Classification, Sampling, and Collection in Six Sigma
	Statistics and Graphical Presentation in Six Sigma
Six Sigma Green Belt: Analyze	
	Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
	Introduction to Hypothesis Testing and Tests for Means in Six Sigma
	Hypothesis Tests for Variances and Proportions in Six Sigma
Six Sigma Green Belt: Improve	
	Design of Experiments in Six Sigma
	Root Cause Analysis and Waste Elimination in Six Sigma
	Cycle Time Reduction and Kaizen in Six Sigma
Six Sigma Green Belt: Control	
	Statistical Process Control and Control Plans in Six Sigma
	Creating and Using Control Charts in Six Sigma
	Lean Tools for Process Control in Six Sigma
Manager of Quality/Organizational Excellence	
	Leadership
	Team Dynamics
	Developing and Deploying Strategic Plans
	Managerial Skills and Abilities
	Communication Skills and Project Management
	Quality Systems, Models, and Theories
	Problem-Solving and Process Management Tools
	Measurement: Assessment and Metrics
	Customer-Focused Management
	Supply Chain Management
	Training and Development
Six Sigma Yellow Belt: Six Sigma Fundamentals	
	Six Sigma and Lean Foundations and Principles
	Six Sigma Team Basics, Roles, and Responsibilities
	Six Sigma Quality Tools
	Six Sigma Metrics
Six Sigma Yellow Belt: Define	
	Identifying Six Sigma Projects
	Six Sigma Project Management Basics
Six Sigma Yellow Belt: Measure	

	Basic Statistics for Six Sigma
	Data Types and Data Collection in Six Sigma
	Six Sigma and Measurement System Analysis
Six Sigma Yellow Belt: Analyze	
	Lean Tools and FMEA in Six Sigma
	Six Sigma Data Analysis and Root Cause Analysis
	Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma
Six Sigma Yellow Belt: Improve and Control	
	Six Sigma Improvement Techniques
	Control Tools and Documentation in Six Sigma
Leading Sustainable Process Improvement	
	Spearheading a Process Improvement
	Stakeholder-driven Process Improvement
	Mapping and Measuring to Support Sustainable Process Improvement
	Implementing and Sustaining Process Improvement
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	
	Fundamentals of Lean and Six Sigma and their Applications
	Six Sigma Project Selection, Roles, and Responsibilities
	Six Sigma Strategic Planning and Deployment
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures	
	Impact on Stakeholders and Benchmarking for Six Sigma
	Using Business and Financial Measures in Six Sigma
Six Sigma Black Belt (2015 BOK): Team Management	
	Six Sigma Team Dynamics, Roles, and Success Factors
	Six Sigma Team Facilitation and Leadership
	Six Sigma Team Dynamics and Training
Six Sigma Black Belt (2015 BOK): Define	
	Six Sigma Business Case, Project Charter, and Tools
	Determining Requirements by Listening to the Voice of the Customer in Six Sigma
Six Sigma Black Belt (2015 BOK): Measure	
	Process Flow Metrics and Analysis Tools for Six Sigma
	Data Types, Sampling, Collection, and Measurement in Six Sigma
	Six Sigma Measurement Systems and Metrology
	Using Basic Statistics and Graphical Methods in Six Sigma
	Probability and Probability Distributions in Six Sigma
	Determining Process Performance and Capability in Six Sigma
Six Sigma Black Belt (2015 BOK): Analyze	
	Measuring and Modeling Relationships between Variables in Six Sigma
	Basics of Hypothesis Testing and Tests for Means in Six Sigma
	Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma
	Multivariate Tools and Nonparametric Tests in Six Sigma
	FMEA and Other Nonstatistical Analysis Methods in Six Sigma
Six Sigma Black Belt (2015 BOK): Improve	
	Understanding DOE and Planning Experiments in Six Sigma
	Designing, Conducting, and Analyzing Experiments in Six Sigma
	Lean Improvement Methods and Implementation Planning in Six Sigma
Six Sigma Black Belt (2015 BOK): Control	
	Sustaining Six Sigma Improvements
	Using Lean Control Tools and Maintaining Controls in Six Sigma
	Statistical Process Control (SPC) and Control Charts in Six Sigma
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	
	Common DFSS Methodologies, Design for X, and Robust Designs
Six Sigma: Champion Training	
	Introduction to Six Sigma for Champions
	Six Sigma Process Improvement
	Six Sigma Projects and Project Teams
	Managing and Deploying Six Sigma
Fundamentals of Lean for Business Organizations	
	Introduction to Lean for Service and Manufacturing Organizations
	Using Lean for Perfection and Quality
	Lean Tools and Techniques for Flow and Pull
	Reducing Waste and Streamlining Value Flow Using Lean
	Value Stream Mapping in Lean Business
	Applying Lean in Service and Manufacturing Organizations
	Five Steps to Perfection: Implementing Lean
	Value Stream Maps for Non-manufacturing Processes
Purchasing and Vendor Management Essentials	
	Fundamentals of Purchasing and Vendor Management
	Purchasing: Finding Sources of Supply
	Selecting Suppliers and Administering Contracts
	Evaluating Supplier Performance and Managing Supplier Relationships
Mentoring Asset	
	Mentoring Six Sigma Green Belt (SSGB)

	Mentoring Six Sigma Yellow Belt (SSYB)
Test Preps	
	TestPrep Six Sigma Green Belt (SSGB)
	TestPrep Six Sigma Yellow Belt (SSYB)
Strategic Planning Curriculum	
Moving From an Operational Manager to a Strategic Thinker	
	Leading Outside the Organization
	Effective Critical Analysis of Business Reports
	Returning to Core Competencies
	Competitive Awareness and Strategy
The Fundamentals of Globalization	
	Managing Expatriates' Career Development
	The Etiquette of Cross-cultural Gift Giving
	Evaluating Globalization Opportunities
	The Fundamentals of Globalization: The Global Context
	Fundamentals of Globalization: Analyzing the Global Environment
	The Fundamentals of Globalization: Strategies for Globalization
	Fundamentals of Globalization: Managing in a Global Environment
	Final Exam: The Fundamentals of Globalization
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
	Final Exam: IT Strategy Essentials
Business Planning Essentials	
	Business Planning Essentials: Preparing a Business Plan
	Business Planning Essentials: Performing Key Analyses
	Business Planning Essentials: Preparing for Implementation
	Final Exam: Business Planning Essentials
Risk Management	
	Risk Management: Identifying Risk
	Risk Management: Assessing Risk
	Risk Management: Dealing with Risk
	Final Exam: Risk Management
Leading and Implementing Sustainable Green Business Strategies	
	Introduction to Green Business and Sustainability
	Green Business: Planning Sustainability Strategies
	Green Business: Implementing Sustainability Strategies
	Final Exam: Leading and Implementing Sustainable Green Business Strategies
Business Law Essentials	
	Business Law Basic Concepts
	Business Law and Ethics
	Business Law and the Manager's Responsibilities
	Final Exam: Business Law Essentials
Developing Strategic Thinking Acumen	
	Effective Critical Analysis of Business Reports
	Returning to Core Competencies
	Competitive Awareness and Strategy
	Developing the Capacity to Think Strategically
	Developing the Strategic Thinking Skill of Seeing the Big Picture
	Using Strategic Thinking Skills
	Final Exam: Developing Strategic Thinking Acumen
Marketing Curriculum	
Strategic Marketing in Action	
	Sales and Marketing: Two Sides of the Same Coin?
	Trade Show Marketing - Planning Ahead
	Increasing Competitiveness through Collaboration
Digital Marketing	
	Digital Marketing: Getting to the Customer
	Managing Your Reputation Through Content Marketing and Online PR
	Digital Marketing Partnerships, Sales, and After-sales Processes
	Search Engine Marketing: Getting Discovered by the Customer
Marketing Essentials	
	Designing Products to Fit the Channel
	Using Web Analytics to Increase Sales
	Marketing Essentials: Introduction to Marketing
	Marketing Essentials: Planning and People
	Marketing Essentials: Product and Price
	Marketing Essentials: Place
	Marketing Essentials: Promotion
	Marketing Essentials: Marketing and Ethics
Competitive Marketing Strategies	
	Competitive Marketing Strategies: Conducting an Internal Analysis

	Competitive Marketing Strategies: Analyzing Competitors
	Competitive Marketing Strategies: Selecting and Implementing Strategies
Strategic Brand Management	
	Building Lasting Customer-brand Relationships
	Developing a Brand Internally
	Global Brand Management
	Brand Management for Social Media and Wireless Technologies
Finance and Accounting Curriculum	
FINANCE, HUMAN RESOURCES and Finance and Accounting Essentials for Non-financial Professionals	
	Increasing Cash Flow in Times of Need
	Attracting New Investors - Keeping Presentations Focused
	What's Your Gross Profit Margin Really Saying?
	Recognizing The Value of Intangible Assets
	Recession: How it Affects Business
	Using Financial Analysis for Credit Decisions
	Principles of Accounting and Finance for Non-financial Professionals
	Cash Flow Management Essentials for Non-financial Professionals
	The Time Value of Money and Investment Decisions for Non-financial Professionals
	The Essentials of Budgeting for Non-financial Professionals
	Financial Statements for Non-financial Professionals
	Analyzing Financial Statements for Non-financial Professionals
	Assessing Nonrecurring Items in Income Statements
	The Time Value of Money: Possible Pitfalls
Accounting Fundamentals	
	Outsourcing Financial Activities
	Basic Accounting Principles and Framework
	The Accounting Equation and Financial Statements
	The Accounting Cycle and Accrual Accounting
	Accounting Transactions and Books of Account
	Trial Balance & Adjusting Entries
	The Income Statement
	The Balance Sheet
	The Cash Flow Statement
	Accounting for Companies' Stock Transactions and Dividends
	Deconstructing the Balance Sheet
	Final Exam: Accounting Fundamentals
Budgeting Essentials	
	Organizational Budgeting Activities and the Master Budget
	Planning and Preparing an Operating Budget
	Preparing Operating Budgets and the Cash Budget
	Using Budgets for Management and Control
	Final Exam: Budgeting Essentials
Auditing Essentials	
	Using Audits to Help Prevent Business Fraud
	Introduction to Auditing
	Auditing for Internal Control and Risk Assessment
	Auditing the Revenue Cycle
	Auditing for Cash and Inventories
	Final Exam: Auditing Essentials
Capital Budgeting Essentials	
	Capital Budgeting: The Capital Budgeting Process
	Capital Budgeting: Net Present Value and Internal Rate of Return
	Capital Budgeting: Discounted Payback Period and Profitability Index
	Capital Budgeting: Capital Allocation
	Final Exam: Capital Budgeting Essentials
Human Resources Curriculum	
Essentials of Interviewing and Hiring	
	Guarding Against Interviewing Biases
	Hiring Strategic Thinkers
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
	Essentials of Interviewing and Hiring: Preparing to Interview
	Essentials of Interviewing and Hiring: Conducting an Effective Interview
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques
	Essentials of Interviewing and Hiring: Selecting the Right Candidate
	Creating a Compelling Job Description
	Conducting Interviews: Asking the Right Questions
	Hiring a New Employee
	Final Exam: Essentials of Interviewing and Hiring
Organizational Behavior	
	Fundamentals of Organizational Behavior for the Individual
	Fundamentals of Organizations – Groups
	Understanding Organizational Power and Politics

	Organizational Structure and Employee Behavior
	Organizational Behavior: Dynamics of a Positive Organizational Culture
	Final Exam: Organizational Behavior
	Recruiting and Retention Strategies
	Aligning Recruitment to Job Requirements
	Preventing High Turnover Rates: How to Keep The Best
	Fringe Benefits: Maintaining a Competitive Hiring Advantage
	Disciplines of Organizational Learning: Personal Mastery
	Recruiting Talent
	Retaining Your Talent Pool
	Surviving the Talent Crunch
	Final Exam: Recruiting and Retention Strategies
	The role of HR as a Business Partner
	HR as Business Partner: From Cost Center to Strategic Partner
	HR as Business Partner: Linking HR Functions with Organizational Goals
	HR as Business Partner: Managing Talent for Organizational Success
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives
	Final Exam: The role of HR as a Business Partner
	Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
	Human Resources Core Knowledge: Skills, Concepts, and Tools
	Human Resources Core Knowledge: Functions and Activities
	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
	Business Management and Strategy (HRCI: PHR/SPHR-aligned)
	Business Management and Strategy: The HR Function and Business Environment
	Business Management and Strategy: HR Functions and Roles
	Business Management and Strategy: HR and the Strategic Planning Process
	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
	Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
	Workforce Planning and Employment: Employment Legislation
	Workforce Planning and Employment: Recruitment Strategies
	Workforce Planning and Employment: Sourcing and Selecting Candidates
	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
	Human Resource Development (HRCI: PHR/SPHR-aligned)
	Human Resource Development: Regulations and Organizational Development
	Human Resource Development: Employee Training
	Human Resource Development: Performance Appraisal and Talent Management
	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
	Compensation and Benefits (HRCI: PHR/SPHR-aligned)
	Compensation and Benefits: Regulations, Strategies, and Needs Assessment
	Compensation and Benefits: Managing Policies, Programs, and Activities
	Compensation and Benefits: Organizational Responsibilities
	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
	Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
	Employee and Labor Relations: Employment Regulations and Organizational Programs
	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
	Employee and Labor Relations: Unions and Collective Bargaining
	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
	Risk Management (HRCI: PHR/SPHR-aligned)
	Risk Management: Organizational Risk and Safety and Health Legislation
	Risk Management: Workplace Safety, Security, and Privacy
	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
	Strategic Human Resource Management (HRCI: SPHR-aligned)
	Strategic HR for SPHR Exam Candidates Part I
	Strategic HR for SPHR Exam Candidates Part II
	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
	SHRM-CP/SCP: HR Competencies
	HR Competencies: Leadership and Ethical Practice
	HR Competencies: Business Acumen and Relationship Management
	HR Competencies: Consultation and Critical Evaluation
	HR Competencies: Global and Cultural Effectiveness and Communication
	SHRM-CP/SCP: Management of People
	Management of People: Talent Acquisition and Retention
	Management of People: Employee Engagement
	Management of People: Learning and Development
	Management of People: Total Rewards
	SHRM-CP/SCP: Organization and the HR Function
	Organization and HR: Structure of the HR Function
	Organization and HR: Organizational Effectiveness and Development
	Organization and HR: Workforce Management and Using Technology and Data
	Organization and HR: Employee Relations
	SHRM-CP/SCP: Workplace Management and HR
	Workplace Management: Global HR, Diversity, and Inclusion

	Workplace Management: Risk Management
	Workplace Management: Corporate Social Responsibility
	Workplace Management: Employment Laws and Regulations
SHRM-CP/SCP: HR Strategy Management	
	Human Resource Strategy Management: Strategic Planning
	Human Resource Strategy Management: Business and HR Strategy
SHRM- SCP: HRM for Senior HR Professionals	
	Advanced HR Management: Competencies for Senior HR Professionals Part I
	Advanced HR Management: Competencies for Senior HR Professionals Part II
	Advanced Human Resources Management: People and Organization
	Advanced Human Resources Management: Workplace and HR Strategy
Administrative Support Curriculum	
Essential Skills for Administrative Support Professionals	
	Administrative Professionals: Common Administrative Support Tasks
	Administrative Professionals: Maximizing Your Relationship with Your Boss
	Administrative Professionals: Interacting with Others
	Administrative Professionals: Putting Your Best Foot Forward
Management Curriculum	
MANAGEMENT and LEADERSHIP	Management Essentials
	Management Essentials: Directing Others
	Management Essentials: Delegating
	Management Essentials: Developing Your Direct Reports
	Management Essentials: Confronting Difficult Employee Behavior
	Management Essentials: Managing a Diverse Team
	Management Essentials: Treating Your Direct Reports Fairly
	Management Essentials: Caring about Your Direct Reports
	Managing Fairly
	Employee Dismissal
	Acting Decisively
	Talent Management Essentials
	Talent Management: Basics
	Talent Management: Planning
	Talent Management: Acquiring Talent
	Talent Management: Developing and Engaging Talent
	Talent Management: Retaining Talent
	Attracting and Retaining Talent
	Performance Appraisal Essentials
	Preparing for Your Performance Appraisal
	Performance Appraisal Essentials: Planning for Appraisals
	Performance Appraisal Essentials: Conducting Traditional Appraisals
	Performance Appraisal Essentials: 360-degree Appraisals
	Managing Experts
	Recognizing Natural Leaders
	Managing Top Performers Is Always Easy...Right?
	Meeting the Needs of Your Experts
	Overcoming Challenges When Managing Experts
	Managing Problem Performance
	Underperforming Employee – Now What?
	Managing Performance
	Recognizing and Diagnosing Problem Performance
	First Steps for Turning Around a Performance Problem
	Using Progressive Discipline to Correct Problem Performance
	Preventing Problem Performance
	Advanced Management Skills
	Developing Adaptable Managers
	Employee Engagement
	Delivering Bad News Effectively
	Building Upward Relationships
	Developing a High-performance Organization
	Cross-functional Strategic Management
	Managing for Rapid Change and Uncertainty
	Managing High Performers
	Managing New Managers
	Managing Experienced Managers
	Dismissing an Employee
	Preparing to Dismiss an Employee
	Managing the Dismissal of an Employee
	The Fundamentals of Business Crises Management
	Demonstrating Accountability in a Crisis Situation
	Perseverance and Flexibility in Times of Crisis
	First Time Manager Essentials
	First Time Manager: Understanding a Manager's Role

	First Time Manager: Challenges
	First Time Manager: Meeting Expectations
	Making the Move Into Management
Essentials of Managing Technical Professionals	
	Transitioning from Technical Professional to Management
	Strategies for Transitioning to Technical Management
	Managing Technical Professionals
Workforce Generations	
	Managing an Aging Workforce
	Developing the Next Generation
	Understanding the Motives of Millennials
	Managing Workforce Generations: Introduction to Cross-generational Employees
	Managing Workforce Generations: Working with a Multigenerational Team
	Managing Workforce Generations: Working with the 21st-century Generation Mix
Strategies for Successful Employee On-boarding	
	Strategies for Successful Employee Onboarding: An Introduction
	Strategies for Successful Employee Onboarding: Getting Started
	Strategies for Successful Employee Onboarding: Assessing Program Success
Managing during Difficult Times	
	Communicating during Difficult Times
	Managing Resources during Difficult Times
	Managing Attitudes during Difficult Times
Business Execution	
	Fostering a Business Execution Culture
	Performance Dashboard or Scorecard?
	Business Execution: Understanding the Fundamentals
	Business Execution: Crafting a Business Strategy that Executes
	Business Execution: Monitoring and Evaluating Initiatives
	Business Execution: Linking Strategy to People and Operations
Essential Mentoring Techniques	
	Essential Mentoring Techniques: Mentoring Fundamentals
	Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
	Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
	Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Thinking Like a CFO	
	Thinking Like a CFO: Mind-set and Financial Priorities
	Thinking Like a CFO: Making Financial Decisions
	Thinking Like a CFO: Preparing and Presenting a Business Case
	Thinking Like a CFO: Managing Risk
Essentials of Facilitating	
	Using Facilitation Skills as a Manager
	Facilitating Collaborative Processes
	Challenges of Facilitating
Effectively Managing Top Performers	
	Engaging Top Performers
	Retaining Top Performers
	Overcoming Challenges of Managing Top Performers
Difficult Conversations	
	Preparing for a Difficult Conversation
	Having a Difficult Conversation
	Handling Difficult Conversations Effectively
Performance Management	
	Planning for Performance
	Monitoring and Improving Performance
	Reviewing and Rewarding Performance
Coaching for Results	
	The Art of Effective Coaching
	Coaching
	Coaching to Shift Perceptions
	Beginning Your Coaching Engagement
	Coaching Techniques that Drive Change
	Coaching to Drive Performance
Effective Delegation	
	Delegating Appropriate Tasks
	Developing Employees through Delegation
	Achieve Your Objectives through Effective Delegation
	The Delegation Process
	Successful Delegation: Supervise and Encourage
	Use Delegation to Develop Your Team
Leadership Curriculum	
Leadership Essentials	
	Communicating a Shared Vision
	Leading Teams through Change

	Leading Outside the Organization
	Knowing When to Take Leadership Risks
	Motivating Human Behavior
	Wanted - Innovation Leaders
	Leadership Essentials: Motivating Employees
	Leadership Essentials: Communicating Vision
	Leadership Essentials: Building Your Influence as a Leader
	Leadership Essentials: Leading with Emotional Intelligence
	Leadership Essentials: Leading Business Execution
	Leadership Essentials: Leading Innovation
	Leadership Essentials: Leading Change
	Leadership Essentials: Creating Your Own Leadership Development Plan
	Developing a Business Execution Culture
	Leading Change
	Leader as Motivator
	Leading Innovation
	The Emotionally Intelligent Leader
	Crafting an Organizational Vision
	Making Cross-Functional Teams Work
	Using Conflict to an Organization's Advantage
	Mediating Project Team Conflict
	Facilitating Work-related Conflict Discussions
	Cross-functional Team Fundamentals
	Key Strategies for Managing Cross-functional Teams
	Managing Internal Dynamics in a Cross-functional Team
	The Voice of Leadership
	The Voice of Leadership: Inspirational Leadership
	The Voice of Leadership: Self-assessment and Motivation
	The Voice of Leadership: Effective Leadership Communication Strategies
	The Voice of Leadership: The Power of Leadership Messaging
	Creating a Positive Work Environment
	Creating and Maintaining a Positive Work Environment
	Employee Engagement
	The Benefits and Challenges of Engaging Employees
	Maintaining an Engaging Organization
	Developing a Culture of Learning
	Fundamentals of Organizational Learning
	Establishing the Conditions for a Learning Culture
	Developing Learning Practices
	Evaluating and Sustaining Organizational Learning
	Effective Succession Planning
	Succession Planning
	Succession Planning and Management Programs
	Initiating Succession Planning
	Effective Succession Planning: Determining a Talent Pool for Key Positions
	Implementing and Assessing a Succession Planning Program
	Setting and Managing Organizational Priorities
	Setting and Managing Priorities within the Organization: Mission and Goals
	Setting and Managing Priorities within the Organization: Deciphering Priorities
	Setting and Managing Priorities within the Organization: Motivation
	Setting and Managing Priorities within the Organization: Communication
	Do You Share Your Organization's Values?
	Leading Organizational Change
	Communicating Properly during Layoffs
	Involving Employees in Corporate Change
	Developing People
	Communicating Organizational Change
	Beyond Change: Working with Agility
	Instituting a Quality Improvement Program
	The Keys to Sustainable Change
	Planning for Change
	Implementing and Sustaining Change
	Communication Curriculum
PROFESSIONAL EFFECTIVENESS	How to Write an Effective Internal Business Case
	Preparing a Business Case
	Writing a Business Case
	Presenting Your Case
	E-mail Essentials for Business
	Using E-mail and Instant Messaging Effectively
	Addressing and Redistributing E-mail
	Managing Your E-mail
	Final Exam: E-mail Essentials for Business

	Telephone Essentials for Business
	Essential Skills for Professional Telephone Calls
	Business Writing Basics
	Business Writing: Know Your Readers and Your Purpose
	Business Writing: How to Write Clearly and Concisely
	Business Writing: Editing and Proofreading
	Written Communication
	Writing for Business
	Final Exam: Business Writing Basics
	Business Grammar Basics
	Business Grammar: Parts of Speech
	Business Grammar: Working with Words
	Business Grammar: The Mechanics of Writing
	Business Grammar: Punctuation
	Business Grammar: Sentence Construction
	Business Grammar: Common Usage Errors
	Final Exam: Business Grammar Basics
	Fundamentals of Working with Difficult People
	Blame Backfires--Conquer Negative Thinking
	Reacting to Co-workers Who Try Taking Advantage
	Working with Difficult People: Identifying Difficult People
	Working with Difficult People: How to Work with Aggressive People
	Working with Difficult People: How to Work with Negative People
	Working with Difficult People: How to Work with Procrastinators
	Working with Difficult People: How to Work with Manipulative People
	Working with Difficult People: How to Work with Self-serving People
	Working with Difficult People: Dealing with Micromanagers
	Coping with Aggressive Behavior in the Workplace
	Fundamentals of Cross Cultural Communication
	Dispute Resolution in International Contracts
	Culture and Its Effect on Communication
	Communicating Across Cultures
	Improving Communication in Cross-cultural Relationships
	Communicating with a Cross-cultural Audience
	Listening Essentials
	Listening to Improve Conversation
	Getting Results without Direct Authority
	Influencing Key Decision Makers
	Influence and Persuasion
	Getting Results without Direct Authority: Building Relationships and Credibility
	Getting Results without Direct Authority: Reciprocity
	Getting Results without Direct Authority: Persuasive Communication
	Getting Results without Direct Authority: Influencing Your Boss
	Anger Management Essentials
	Anger Management Essentials: Understanding Anger
	Anger Management Essentials: Managing and Controlling Anger
	Basic Presentation Skills
	Basic Presentation Skills: Planning a Presentation
	Basic Presentation Skills: Creating a Presentation
	Basic Presentation Skills: Delivering a Presentation
	Handling Difficult Questions as a Presenter
	Communicating Effectively with the 'C' Level
	Preparing to Communicate Effectively at the 'C' Level
	Techniques for Communicating Effectively with Senior Executives
	Communicate with Diplomacy and Tact
	The Impact of Situation and Style When Communicating with Diplomacy and Tact
	Strategies for Communicating with Tact and Diplomacy
	Delivering a Difficult Message with Diplomacy and Tact
	Running Effective Business Meetings
	When Too Many Meetings Are Just Too Much
	Making Meetings Work
	Managing Meetings for Productivity and Effectiveness
	Preparing for Effective Business Meetings
	Managing Effective Business Meetings
	Dealing with Common Meeting Problems
	Professional Networking Essentials
	Professional Networking Essentials: Finding Opportunities To Make Connections
	Professional Networking Essentials: Developing Confidence
	Writing Skills for Technical Professionals
	Writing for Technical Professionals: Preparation and Planning
	Writing for Technical Professionals: Effective Writing Techniques
	Communicating with Impact
	Asserting Yourself in the Workplace

	Making Yourself Approachable
	Interpersonal Communication that Builds Trust
	Communication Methods that Make Sense – and Make Your Point
	Being a Receptive Communication Partner
	Communication Challenges: Navigating Choppy Waters
Workplace Conflict	
	Confrontation: What's the Best Approach
	Coping with Accusations in the Workplace
	Managing Conflict
	Personal Conflict Styles
	Conflict: Avoid, Confront, or Delay?
	Meeting the Challenge of Workplace Conflict
	Preventing Unhealthy Workplace Conflict
	Working Out and Through Conflict
	Adapting Your Conflict Style
Issue-focused Negotiation	
	Effective Body Language in Negotiations
	Vendor Negotiations: Choosing the Best Approach
	Tailoring Your Negotiating Approach
	Issue-focused Negotiation: Are You Ready?
	You and Your Negotiating Counterpart
	Reaching a Negotiated Agreement
Developing Your Emotional Intelligence	
	How High Is Your EQ?
	Emotional Intelligence at Work
	Emotional Intelligence: Owning Your Emotions
	Emotional Intelligence: Building Self-Management Skills
	Emotional Intelligence: Applying EI at Work
	Emotional Intelligence: Being Aware of the Emotions of Others
How to Succeed in Listening	
	Effective Listening
	Listening with Skill
	Listening to Improve Conversation
	Be a Better Listener
	Roadblocks to Excellent Listening
	Active Listening Skills for Professionals
	Mastering Active Listening in the Workplace
Constructive Feedback	
	Criticism in Context
	Giving Appropriate Feedback
	Giving Feedback to Coworkers
	Delivering Feedback
	Making Feedback a Regular Occurrence
	Feedback and Its Vital Role in the Workplace
	Receiving Feedback
Engaging Others with Tact and Diplomacy	
	Diplomacy and Tact for Every Day
	Diplomacy and Tact in Challenging Situations
	Connecting with Others through Diplomacy and Tact
	Using Humor with Diplomacy and Tact
Foundation Skills Curriculum	
Basic Business Math	
	Basic Business Math: Using Whole Numbers and Decimals
	Basic Business Math: Percentages and Ratios
	Basic Business Math: Averages and Equations
	Basic Business Math: Charts and Graphs
Personal Development Curriculum	
Doing Business Professionally	
	Working for Your Inner Boss: Personal Accountability
	Managing from Within: Self-empowerment
	Goals and Setting Goals
	Creating a Positive Attitude
	Pursuing Successful Lifelong Learning
Telecommuting and the Remote Employee	
	Telecommuting Basics: Maximizing Productivity as a Remote Employee
	Telecommuting Basics: Communication Strategies for the Remote Employee
Generating Creative & Innovative Ideas	
	Executing Innovation
	Generating Creative and Innovative Ideas: Enhancing Your Creativity
	Generating Creative and Innovative Ideas: Maximizing Team Creativity
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas
	Promoting Creative Thinking
	Getting Ready to Present

	Creativity: Developing and Communicating Ideas
Optimizing Your Work/Life Balance	
	Employee Exhaustion: Managing a Well-balanced Workload
	Managing Workplace Stress
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance
	Optimizing Your Work/Life Balance: Taking Control of Your Stress
	Creating Work/Life Balance
Managing Your Career	
	Managing Your Career: Creating a Plan
	Managing Your Career: Getting on the Right Track
	Managing Your Career: Professional Networking Essentials
	Managing Your Career: You and Your Boss
	Managing Your Career: Leveraging the Performance Appraisal
	Conquering Career Stagnation
	Developing Your Career
	Building and Managing Upward Relationships
	Planning Your Career
	Exploring Self-development
Diversity on the Job	
	Understanding Workplace Diversity
	Diversity on the Job: The Importance of Diversity and the Changing Workplace
	Diversity on the Job: Diversity and You
	Managing Diversity
Dealing with Organizational Change	
	Managing the Stress of Organizational Change
	The Importance of Flexibility in the Workplace
	Understanding Organizational Change
	Preparing for Organizational Change
	Embracing Organizational Change
	Developing Organizational Agility
Living and Working Abroad in the United States	
	American Work Culture and Values
	Key Aspects of the American Work Environment
	Communicating Successfully in the American Workplace
	Succeeding in the American Workplace
Campus to Corporate	
	Campus to Corporate: Meeting New Expectations
	Campus to Corporate: Developing a Professional Image
Building and Maintaining Trust	
	Building Trust
	Rebuilding Trust
	Rebuilding Trust
	The Fruits of Integrity: Building Trust at Work
Personal Productivity Improvement	
	Personal Productivity Improvement: Managing Your Workspace
	Personal Productivity: Self-organization and Overcoming Procrastination
	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Peer Relationships	
	The Value of Peer Relationships
	Developing Strategic Peer Relationships in Your Organization
	Forming Peer Relationships and Alliances at Work
	Building Better Relationships through Understanding
	Building Peer Relationships
	Peer Political Styles
Business Ethics	
	Office Politics – What Will You Do?
	Ethics, Integrity, and Trust
	Introduction to Workplace Ethics
	Developing a Code of Ethical Conduct
	Ethical Decision-making in the Workplace
	The Ethics Enigma
	Do You Share Your Organization's Values?
Interviewing Strategies for the Interviewee	
	Preparing for an Internal Interview
	Making a Positive Impression in an Internal Interview
Public Speaking Strategies	
	Public Speaking Strategies: Preparing Effective Speeches
	Public Speaking Strategies: Confident Public Speaking
Performance under Pressure	
	Developing the Right Attitude for Performing under Pressure
	Taking Action for Performing under Pressure
	Performing with Others under Pressure

	Business Etiquette and Professionalism
	Disciplines of Organizational Learning: Personal Mastery
	Safe Small Talk
	Reframing Negative Situations
	Managing Goals
	Developing Your Reputation of Professionalism with Business Etiquette
	Professionalism, Business Etiquette, and Personal Accountability
	Communicating with Professionalism and Etiquette
	Using Business Etiquette to Build Professional Relationships
	Targeting Personal Learning
	Broadening Your Learning Horizons
	Perseverance and Resilience
	Developing Character for Perseverance and Resilience
	Achieving Goals through Perseverance and Resilience
	Bouncing Back with Perseverance and Resilience
	Perseverance: Flexibility in Action
	Persevering through Setbacks
	Decisiveness
	Developing Character for Decisiveness
	Overcoming the Barriers to Decisiveness
	Writing Under Pressure
	Writing under Pressure: Preparing for Success
	Writing under Pressure: The Writing Process
	Time Management
	Prioritizing Personal and Professional Responsibilities
	Coping with Information Overload
	Planning for Interruptions Helps with Procrastination
	Setting and Managing Priorities
	Coping with Conflicting Priorities
	Setting Goals
	Getting Time under Control
	Time Management: Too Much to Do and Too Little Time
	Time Management: Quit Making Excuses and Make Time Instead
	Time Management: Ready, Set...FOCUS!
	The Dangers of Multitasking
	Problem Solving and Decision Making
	Playing the Devil's Advocate in Decision Making
	Turning Problems Around with Reverse Brainstorming
	Uncovering the Root Problem
	Problem Solving: Process, Tools, and Techniques
	Decisions: Making the Right Move
	Solving Problems: Generating and Evaluating Alternatives
	Making and Carrying Out Tough Decisions
	Solving Problems: Framing the Problem
	Thinking Critically
	Critical Thinking
	Applying Your Best Thinking
	Thinking Critically: Coming to Terms with Assumptions
	Thinking Critically: Getting Your Arms around Arguments
	Thinking Critically: Drawing Conclusions with Confidence
	Project Management Curriculum
PROJECT EFFECTIVENESS	Code of Ethics and Professional Conduct (PMI® Standard-aligned)
	The Role of Ethics in Project Management
	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)
	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
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 Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Stakeholder Management (PMBOK® Guide Fifth Edition)
	Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)	
	Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
	Project Management Overview (PMBOK® Guide Fifth Edition)
	Project Management Process Groups (PMBOK® Guide Fifth Edition)
Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)	
	Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
	Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
	Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
	Capturing, Analyzing, and Managing Lessons Learned
	Strategic Alignment and Benefits Realization
Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
	Creating the Work Breakdown Structure (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)
	Quality Management for Continuous Improvement
Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Human Resources (PMBOK® Guide Fifth Edition)
	Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)	
	Risk Management Planning (PMBOK® Guide Fifth Edition)
	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)
Agile Practitioner - (PMI-ACP & ScrumMaster aligned)	
	Core PMI® Values and Ethical Standards
PRINCE2®: Practitioner	
	PRINCE2® Practitioner Exam Information
Agile Project Management Fundamentals (PMI ACP)® aligned	
	Core PMI® Values and Ethical Standards
	Agile Principles, Methodologies, and Mindset
	Agile Planning
	Planning and Monitoring Iterations in Agile Projects
	Engaging Agile Stakeholders and Leading Agile Teams
Project Management for Everyone	
	Managing Projects with No Direct Authority
	Ensuring Management Buy-in on a Project
	Managing Conflict in Project Teams
	Managing Scope on a Project
	Weighing the Costs of Project Change
	Anticipating and Solving Problems as a Project Champion
	Managing Vendor Relationships
	Addressing Stakeholder Conflicts
	Portfolios, Programs, and Projects: What's the Difference?
	Controlling Project Cost
	Project Management Essentials
	Plan a Bulletproof Project
	Get Your Project off the Ground
	Lead Your Project Like a Pro
	Complete Your Project On-time and On-budget
Program Management (PMI Second Edition-aligned)®	
	Introduction to Program Management
	Program Life Cycle and Benefits Management
Mentoring Assets	

	Mentoring PRINCE2: Foundation
	Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
	Mentoring PRINCE2: Practitioner
Test Preps	
	TestPrep PRINCE2®: Foundation
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
	TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
	TestPrep PRINCE2®: Practitioner
Team Building Curriculum	
Leading Teams	
	Managing Communications in a Virtual Team
	Building Trust Incrementally
	Inspiring Your Team
	Support Your Leader
	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
	Choosing the Right Team Culture
	Building and Leading Teams
	Meeting Team Performance Challenges
Optimizing Your Performance On a Team	
	Power and Politics in Matrixed Teams
	Being an Effective Team Member
	Establishing Team Goals and Responsibilities
	Elements of a Cohesive Team
	Effective Team Communication
	Using Feedback to Improve Team Performance
Business Analysis	
BABOK® v3: Business Analysis Key Concepts	
	Business Analysis Planning and Monitoring
	Business Analysis Elicitation and Collaboration
	Introduction to Business Analysis
	Business Analysis and Requirements Life Cycle Management
	Business Analysis and Strategy Analysis
	Business Analysis and RADD: Requirements Definition
	Business Analysis and RADD: Design Definition
	Business Analysis and Solution Evaluation
BABOK® v3: Business Analysis Techniques	
	Analytical Techniques Used for Business Analysis
	Activities and Tools Used for Business Analysis
	Documentation and Criteria Used for Business Analysis
BABOK® v3: Business Analysis Competencies	
	Business Analysis Competencies: Personal Skills
	Business Analysis Competencies: Professional Effectiveness
	Business Analysis Perspectives
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
Sales Curriculum	
SALES and CUSTOMER FACING SKIL Sales Foundations	
	Don't Only Go for the Big Fish
	The Ethics of Gift Giving
	Using Persuasion Techniques to Boost Sales
	Introduction to Sales
	Strategic Sales Planning
	Preparing for Successful Sales
	Developing Strong Customer Relationships
	Working within the Sales Culture of Your Organization

	Developing a Customer-focused Sales Approach
	Initiating Discovery Meetings
	The Proof Is in the Proposal
	Using Customer Knowledge to Advance Sales
	Presentations That Get People Talking
	Get it Together: Organizing Your Sales Approach
	Building Momentum in Discovery Meetings
	Appealing to Prospects
	Getting Your Head around Pipeline Management
	Prospecting Strategically
	Responding to News of a Lost Sale
	Educating and Collaborating with Customers
	Sales Negotiations
	Negotiation Skills for Sales Professionals: Preparing to Negotiate
	Negotiation Skills for Sales Professionals: Value Exchange
	Negotiation Skills for Sales Professionals: Reaching Agreement
	Negotiating Contract Terms
	Communicating Your Company's Value
	Turning Obstacles into Opportunities
	Negotiating with Your Customer
	Talking Value with Your Customers
	Dealing with Questions, Objections, and Resistance
	Dealing with Negotiation Challenges
	Solution Selling
	Solution Selling: Mastering the Essentials
	Solution Selling: Meeting an Active Need
	Solution Selling: Creating New Opportunities
	Turning Potential Customers into Allies
	Preparing to Implement Solutions
	Managing Implementation Problems
	Connecting Customers and Solutions
	Strategic Account Sales Skills
	Selling to Key Players
	Planning for Effective Selling
	Building Profitable Customer Relationships
	Crafting Sales Strategies
	Performance Payout Plans
	Sales and Marketing: Two Sides of the Same Coin?
	Connecting the Dots: Insightful Account Management
	Succeeding in Account Management
	Sales Management
	Storming: Developing and Leading Your Sales Team
	Sales Support Roles for Better Customer Interaction
	Succeeding in Account Management
	Gaining Access through Cold Calls
	Overcoming Resistance to Coaching
	Essential Selling Skills
	Essential Selling Skills: Mastering Cold Calling
	Essential Selling Skills: Qualifying Sales Prospects
	Essential Selling Skills: Closing the Sale
	Getting Organized to Meet Your Sales Goals
	Making Contact: Access Strategies
	Effective Cold Calling
	Prompting Action through Focused Communication
	Regaining Your Customer's Trust
	Managing a Sales Pipeline
	Demonstrating Business Acumen
	Talking about the Competition
	Selling with Trust
	Responding to Bad News
	Using Competitive Selling Skills
	Communicating a High-impact Business Case
	Making the Cold Call
	Aligning Your Business Case to Customer Priorities
	Effective Sales Coaching
	Customer Service Fundamentals
	Aligning Performance to Key Indicators
	Customer Service Fundamentals: Building Rapport in Customer Relationships
	Customer Service in the Field
	Customer Service over the Phone
	Internal Customer Service
	Customer Service Confrontation and Conflict
	Shaping the Direction of Customer Service in Your Organization

	The Angry Caller: What's Your Plan?
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
	Conflict, Stress, and Time Management
	Communication Skills
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
Customer Focus	
	Listening to Your Customers
	Creating a Customer-focused Organization
	Identifying and Managing Customer Expectations
	Creating and Sustaining a Customer-focused Organization
	Customer-focused Interaction
	Developing Your Customer Focus
Customer Advocacy	
	Customer Advocacy: Communicating to Build Trusting Customer Relationships
	Customer Advocacy: Enhancing the Customer Experience
	Customer Advocacy: Supporting Customer Advocacy
ITIL® 2011 Edition Foundation Syllabus	
	ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
	ITIL® 2011 Edition Foundation: Service Design Fundamentals
	ITIL® 2011 Edition Foundation: Service Strategy Processes
	ITIL® 2011 Edition Foundation: Introduction to Service Operation
	ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
	ITIL® 2011 Edition Foundation: Service Design Processes
	ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
	ITIL® 2011 Edition Foundation: Service Operation Processes
	ITIL® 2011 Edition Foundation: Continual Service Improvement
ITIL® 2011 Edition Overview	
	ITIL® 2011 Edition Overview: Creating a Service Culture
	ITIL® 2011 Edition Overview: Certification and Benefits
	ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	
	ITIL® 2011 Edition OSA: Introduction to Incident Management
	ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
	ITIL® 2011 Edition OSA: Introduction to Event Management
	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 OSA: Introduction to Problem Management
	ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
	ITIL® 2011 Edition OSA: Introduction to Access Management
	ITIL® 2011 Edition OSA: Introduction to the Service Desk
	ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
	ITIL® 2011 Edition OSA: Introduction to Functions
	ITIL® 2011 Edition OSA: Function Activities
Industry Foundations	
Industry Overviews	
	The Telecommunications Industry Overview: Version 4
	The Health Care Industry Overview: Version 4
	The Insurance Industry Overview: Version 4
	The Banking Industry Overview: Version 4
	The Oil and Gas Industry Overview: Version 4
	The Retail Industry Overview: Version 4
	The Pharmaceutical Industry Overview: Version 5
	The Federal Government Industry Overview: Version 4
	The Education Industry Overview: Version 2
	The Utilities Industry Overview: Version 2
	The Chemicals Industry Overview: Version 2
	The Broadcasting & Entertainment Industry Overview: Version 2
	The Capital Markets Industry Overview: Version 2
	The Consumer Electronics Industry Overview: Version 2
	The Aerospace & Defense Industry Overview: Version 2
	The Biotechnology Industry Overview: Version 2
	The Food and Beverage Industry Overview: Version 4

TestPreps

Test Preps

[TestPrep ITIL Foundation](#)

Mentoring Assets

Mentoring Assets

[Mentoring ITIL Foundation](#)

SOFTWARE DEVELOPMENT

Microsoft Web Applications

Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript

[Microsoft Windows Store App Essentials with HTML5: Overview](#)
[Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls](#)
[Microsoft Windows Store App Essentials with HTML5: PLM and Contracts](#)
[Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles](#)
[Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch](#)
[Microsoft Windows Store App Essentials with HTML5: Managing Data](#)
[Microsoft Windows Store App Essentials with HTML5: Security](#)
[Microsoft Windows Store App Essentials with HTML5: Deployment](#)

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

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

Microsoft Azure and Web Services

[Working With Local Data Access Technologies](#)
[Querying and Manipulating Data with the Entity Framework](#)
[Preparing and Packaging Applications For Deployment](#)
[Web Application and Services Deployment](#)
[Creating and Consuming WCF Web Services](#)
[WCF Instancing and Concurrency and WCF Data Services](#)
[Creating and Consuming Web API Services](#)
[Data Access and Services with Microsoft Azure](#)

Web API Essentials

[Web API Essentials](#)
[Web API Advanced](#)

Microsoft Azure

[Microsoft Azure: Introduction](#)
[Microsoft Azure: Networks and Storage](#)
[Microsoft Azure: Publishing and Caching](#)

Microsoft Azure: Implementing Infrastructure Solutions

[Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks](#)
[Microsoft Azure - Implementing Infrastructure Solutions: Virtual Machines](#)
[Microsoft Azure - Implementing Infrastructure Solutions: Implementing Websites](#)
[Microsoft Azure - Implementing Infrastructure Solutions: Storage and PaaS Cloud](#)
[Microsoft Azure - Implementing Infrastructure Solutions: Data Services](#)
[Microsoft Azure - Implementing Infrastructure Solutions: CDNs and Automation](#)
[Microsoft Azure - Implementing Infrastructure Solutions: Active Directory](#)

Web Development Technologies

Introduction to Ajax Development

[Ajax Basics](#)
[Ajax API Essentials](#)
[Ajax Applications and Server Communication](#)

Ajax

[Ajax: Requesting Data and Retrieving Responses](#)

CQRS Theory

[Introduction to CQRS](#)

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 SE7 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](#)

Developing Applications Using Java Spring

[Java Spring: Annotation Configuration and Java Configuration in Spring](#)

[Java Spring: Spring Application Basics](#)

[Java Spring: Creating Web Applications Using Spring MVC](#)

[Java Spring: Working with Data in Spring](#)

[Java Spring: Aspect-Oriented Programming Using Spring AOP](#)

[Java Spring: Adding Security Using the Spring Security Project](#)

Java Hibernate

[Getting Started with Java Hibernate](#)

[Customized Mapping and Basic Querying in Java Hibernate](#)

[Advanced Querying in Java Hibernate](#)

Java SE 8 Fundamentals

[Java SE 8 Fundamentals: Introduction to Java](#)

[Java SE 8 Fundamentals: Classes and Objects](#)

[Java SE 8 Fundamentals: Methods, Encapsulation, and Conditionals](#)

[Java SE 8 Fundamentals: Data Manipulation and Inheritance](#)

[Java SE 8 Fundamentals: Interfaces, Exceptions, and Deployment](#)

Java SE 8 Programming

[Java SE 8 Programming: Interfaces, Lambda Expressions, Collections, and Generics](#)

[Java SE 8 Programming: Encapsulation, Polymorphism, and Abstraction](#)

[Java SE 8 Programming: Inheritance, Interfaces, Exceptions, and Deployment](#)

[Java SE 8 Programming: Date/Time API, I/O and File I/O \(NIO.2\), and Concurrency](#)

[Java SE 8 Programming: Concurrency, Parallelism, the JDBC API, and Localization](#)

Defensive Programming in Java

[Defensive Programming in Java: Fundamentals](#)

[Defensive Programming in Java: Data Handling, Injection Attacks, and Concurrency](#)

[Defensive Programming in Java: Data Security and Access Control](#)

Working with Java SE 7

[Programming Apps with Java SE 7](#)

Working with Java SE 6

[Programming Apps with Java SE 6](#)

Microsoft .NET Software Development Tools

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

[Windows Applications Databinding with C# 2010](#)

[Creating User Interfaces for Windows Applications with C# 2010](#)

[Creating Windows Applications with C# 2010](#)

[Windows Applications Content Creation and Management with C# 2010](#)

[Customizing and Managing Multithreaded Applications with C# 2010](#)

[Securing and Deploying WPF Applications with C# 2010](#)

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: 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 Applications with Visual Studio 2010 and Visual C# 2010](#)

[Microsoft .NET Framework 4: Data Integration with C# 2010](#)

[Microsoft .NET Framework 4: Web Form Controls with C# 2010](#)

[Microsoft .NET Framework 4: Client-Side Scripting and AJAX 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](#)

[Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010](#)

[Microsoft .NET Framework 4: ASP.NET MVC 2 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](#)

Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 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 VB 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](#)

Essentials of Developing Windows Store Apps Using C#

[Getting Familiar With Windows 8.1 UI and Layout](#)

[Working With Data and Files](#)

[Navigation and Layout in Windows Store Apps](#)

[Working With Charms and Contracts](#)

[Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management](#)

[Authentication, Authorization, and App Deployment](#)

Microsoft .NET Framework: WPF with XAML and C#

[WPF Fundamentals with XAML and C#](#)

Architecture N-Tier/REST

[Architecture N-Tier/REST: Designing and Building Applications](#)

F# Fundamentals

[Getting Started with F#](#)

[Data, Workflows, and Charting in F#](#)

Secure Programming for .NET

[Securing .NET Programming](#)

Visual Studio Code Cross-platform Code Editor

[Visual Studio Code Cross-platform Code Editor: Basics](#)

Visual Studio for New Users

[Introducing Visual Studio](#)

[Visual Studio Frameworks and Tools](#)

Introduction to ASP.NET Core 1.0 and MVC

[Introduction to ASP.NET Core 1.0](#)

[Developing ASP.NET Core 1.0 and MVC Applications](#)

Generic Languages

Developing With Python

[Advanced Python](#)

[Python Language Basics](#)

[Applications of Python](#)

Software Development Fundamentals with Visual Studio

[Introduction to Programming](#)

[Programming Basics](#)

[Beginning Windows Applications](#)

Ruby On Rails

[Databases in Ruby on Rails: Advanced Concepts](#)

[Web APIs with Ruby on Rails](#)

[Ruby on Rails - Fundamentals](#)

[Ruby on Rails - Database Fundamentals](#)

[Ruby on Rails for .NET Developers](#)

[Working with Databases in Ruby on Rails](#)

Ruby Programming

[Advanced Ruby Features](#)

[Getting Started with Ruby](#)

[Working with Ruby](#)

Working with Clojure

[Clojure Data-Driven and Web Application Fundamentals](#)

[Clojure Fundamentals](#)

[Data and State Management in Clojure](#)

[Optimizing Clojure Projects](#)

Introduction to R Programming

[Introduction to R Programming](#)

Programming with ANSI C

[ANSI C Language Fundamentals](#)

[Iterations, Functions and Pointers in ANSI C](#)

[Data Structures and File Management in ANSI C](#)

[Optimizing and Debugging ANSI C Programs](#)

Introduction to Swift Programming

[Swift Language Basics](#)

[Using Swift Advanced Language Features](#)

Python Fundamentals

[Python: Classes and Modules](#)

[Python: Iteration and Exceptions](#)

[Python: The Basics](#)

Introduction to Scala

[Scala Introduction](#)

Asynchronous Programming with Clojure

[Asynchronous Programming with Clojure's core.async Library](#)

Introduction to Scalding

[The Basics of Scalding Programming](#)

Ruby on Rails 4.2

[Introduction to Rails](#)

[Introduction to Models](#)

[Introduction to Views](#)

[Advanced Rails](#)

[Examining Rails APIs](#)

Getting Started with MATLAB

[MATLAB Fundamentals](#)

C/C++ Programming**C++11 Programming Essentials**

[C++11: Advanced Techniques and C++14 Preview](#)

[C++11: Programming Fundamentals](#)

[C++11: Programming Techniques](#)

[C++11: Programming with Boost](#)

Programming in C++

[Programming in C++: STL I/O and Headers, Templates, and Namespaces](#)

[Programming in C++: Structure and Data Types](#)

[Programming in C++: Program Structure and Exceptions](#)

[Programming in C++: Working with Classes](#)

[Programming in C++: Arrays, Pointers, and STL](#)

[Programming in C++: Tools and Techniques](#)

Programming Best Practices**Software Programming Fundamentals**

[Software Programming Fundamentals: Design and Development Best Practices](#)

[Software Programming Fundamentals: Source Coding Best Practices](#)

[Software Programming Fundamentals: Software Security Best Practices](#)
[Software Programming Fundamentals: Best Practices for Maintaining Code](#)

Hello, World!

[Getting Started with Hello, World!](#)

Software Programming Fundamentals

[Getting Started with Software Programming](#)
[Introduction to Software Program Design](#)
[Software Program Control Flow Fundamentals](#)

Software Design

Object-oriented Design

[Beginning Object-Oriented Design](#)

Service Oriented Architecture

[SOA Fundamentals](#)

SOLID Principles of Object-oriented Design

[Introduction to SOLID](#)
[SOLID Fundamentals](#)

JIRA Fundamentals

[Leveraging the JIRA Platform for Development Projects](#)

Software Development Principles

Agile Software Development

[Introducing Agile Software Development](#)
[Planning an Agile Software Development Project](#)
[Managing Agile Software Development](#)
[Agile Programming and Testing](#)

Advanced Scrum

[Advanced Scrum: Developing the Product and Sprint Backlogs](#)
[Advanced Scrum: Integrating and Customizing Scrum](#)
[Advanced Scrum: Addressing Sprint Execution Challenges](#)

Software Practices (SCRUM)

[Software Practices \(SCRUM\): SCRUM Meetings](#)
[Software Practices \(SCRUM\): SCRUM Roles](#)

User Experience (UX) Design Foundations

[UX Design Foundations: Design Principles and Strategies](#)
[UX Design Foundations: Techniques and Tools](#)
[UX Design Foundations: Navigation, Layout, and Content](#)

Software Practices: Waterfall

[The Waterfall Software Development Model](#)

Agile Software Testing

[Agile Software Testing: Methodologies and Testing Approaches](#)
[Agile Software Testing: Techniques and Tools](#)

Kanban Fundamentals

[Kanban Fundamentals: Using Kanban in IT and Software Development](#)

Software Testing Foundations

Software Testing Foundations

[Software Testing Foundations: Testing throughout the Software Life Cycle](#)
[Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing](#)
[Software Testing Foundations: Test Planning, Management, and Tool Support](#)
[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](#)

Microsoft Visual Studio Team Foundation Server 2013 Administration

[Microsoft Team Foundation Server 2013: Installation and Configuration](#)
[Microsoft Team Foundation Server 2013: Customization for Team Use](#)
[Microsoft Team Foundation Server 2013: Managing an Implementation](#)
[Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control](#)

Selenium Automated Web Testing

[Advanced Features of Selenium Automated Web Testing](#)
[Selenium and Python](#)
[Selenium and Java](#)
[Selenium and C#](#)

[Selenium Automated Web Testing Fundamentals](#)

Testing with JUnit

[JUnit Fundamentals](#)

[Working with JUnit Tests](#)

Software Testing with Visual Studio

[Software Testing with Visual Studio: Create and Configure Test Plans](#)

[Software Testing with Visual Studio: Manage Test Cases](#)

[Software Testing with Visual Studio: Manage Test Execution Part 1](#)

[Software Testing with Visual Studio: Manage Test Execution Part 2](#)

Debugging Fundamentals

[Introduction to Debugging](#)

[Visual Studio 2013 Debugging](#)

[Debugging Tools](#)

[Software Debugging in Windows](#)

Software Testing Fundamentals

[Managing, Troubleshooting, and Automating Software Tests](#)

[Creating Software Tests](#)

Using Cucumber

[Cucumber Fundamentals](#)

Testing Android Apps with Genymotion

[Genymotion: Testing Android Apps](#)

Testing Social Media Applications

[Ensuring Social Media and Application Quality](#)

Using Jasmine in Testing

[Deploying and Using Jasmine](#)

Microsoft Windows Store Apps

Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

[Microsoft Advanced Windows Store Apps with HTML5: Enhancing Performance](#)

[Microsoft Advanced Windows Store Apps with HTML5: Animations and Custom Controls](#)

[Microsoft Advanced Windows Store App Development with HTML5: Media and Devices](#)

[Microsoft Advanced Windows Store App Development with HTML5: User Interaction](#)

[Microsoft Advanced Windows Store App Development with HTML5: Data and Security](#)

[Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy](#)

Advanced Windows Store App Development Using C# and XAML

[Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management](#)

[Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS](#)

[Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices](#)

[Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing](#)

[Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment](#)

ASP.NET MVC Web Application Development

[Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013](#)

[Designing the User Experience in ASP.NET MVC Web Applications](#)

[Working with ASP.NET MVC Models](#)

[ASP.NET MVC Databases and the Entity Framework](#)

[Developing the User Experience in ASP.NET MVC](#)

[Designing ASP.NET MVC Application Architecture](#)

[Implementing ASP.NET Authentication and Authorization](#)

[Debugging ASP.NET MVC Web Applications](#)

[Configuring and Deploying an ASP.NET MVC Application](#)

[Optimizing and Protecting Application Data](#)

Working with ASP.NET MVC 5

[Creating and Securing MVC 5 Applications](#)

[Using MVC 5 with EF6, Web API 2, SignalR, and Azure](#)

Microsoft C#

Programming in C#

[Programming in C#: Implementing Data Access](#)

[Programming in C#: Managing Program Flow](#)

[Programming in C#: Debugging and Security Implementation](#)

[Programming in C#: Creating and Using Types](#)

Eclipse

Fundamentals of Eclipse

[Using Eclipse](#)

[Introduction to Eclipse](#)

Microsoft LINQ

Microsoft LINQ

[Getting Started with LINQ](#)

Microsoft Enterprise Library

Microsoft Enterprise Library

[Microsoft Enterprise Library](#)

Microsoft ORM

NHibernate

[NHibernate Essentials](#)

[NHibernate Advanced Techniques](#)

Microsoft Entity Framework

[Getting Started With Entity Framework](#)

[Advanced Entity Framework](#)

Algorithms

Introduction to Algorithms and Data Structures

[Introduction to Algorithms and Data Structures](#)

Mobile Application Development

Programming Cross-Platform Applications in Visual Studio with Xamarin

[Xamarin Android and iOS Projects in Cross-Platform Solutions in Visual Studio](#)

[Cross-Platform Shared Code and Xamarin.Forms in Visual Studio](#)

New Features in Android 5.x Lollipop For Developers

[Android Lollipop New Features For Developers](#)

Developing Apple Watch Applications

[Developing Basic Apple Watch Applications](#)

[Developing Advanced Apple Watch Applications](#)

Titanium

[Creating Mobile Apps with Appcelerator Titanium](#)

[Exploring the Advanced Features of Appcelerator Titanium](#)

Apache Cordova

[Apache Cordova: Exploring the Advanced Features](#)

[Apache Cordova: Exploring the Basic Features](#)

Ionic Framework

[Exploring the Basic Features of the Ionic Framework](#)

[Exploring the Advanced Features of the Ionic Framework](#)

PhoneGap

[PhoneGap: Exploring Basic Features](#)

[PhoneGap: Exploring Advanced Features](#)

Android App Development Essentials

[The Development of Android Applications](#)

Android For .NET Developers

[Android For .NET Developers: Introduction to Xamarin For .NET](#)

[Android For .NET Developers: Java, Garbage Collection, Debugging, and Runtime](#)

[Android For .NET Developers: Android OS](#)

[Android For .NET Developers: Different Approaches to Development](#)

[Android For .NET Developers: Android User Interface Elements](#)

[Android For .NET Developers: Advanced Design, Build, Android Wear, and Emulator](#)

Windows Embedded

Windows Embedded 8.1 Industry

[Windows Embedded 8.1 Industry](#)

Configuration Management

Git Fundamentals

[Advanced Git](#)

[Beginner Git](#)

Defensive Programming

Defensive Programming in C/C++

[Defensive Coding Fundamentals for C/C++](#)

[Defensive Coding for C/C++](#)

Defensive Programming in C#

[Defensive Coding Fundamentals for C#](#)

[Defensive Coding for C#](#)

Defensive Programming in JavaScript and HTML5

[Defensive Coding Fundamentals for JavaScript and HTML5](#)

[Defensive Coding for JavaScript and HTML5](#)

Defensive Programming in iOS

[Managing Network Interaction](#)

[Thinking Defensively about Functions, Methods, and Input](#)

[Errors, Exceptions, and Testing](#)

[Protecting Data in iOS Apps](#)

Defensive Programming in Android

[Defensive Programming in Android: Input and Methods](#)

[Defensive Programming in Android: Using Standards](#)

[Defensive Programming in Android: Errors, Exceptions, and Testing](#)

[Defensive Programming in Android: Network Access and Java Defensive Techniques](#)

Apache

Maven Fundamentals

[Getting Started with Maven](#)

Go

Go Programming Fundamentals

[Programming in Go](#)

Software Requirements

Introduction to iRise

[iRise Editor Basics](#)

[Online Prototyping with iRise](#)

[Reusable Components and iRise Administration](#)

[Advanced Prototyping in iRise](#)

Mentoring Assets

Mentoring Assets

[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 70-480 Programming in HTML5 with JavaScript and CSS3](#)

[Mentoring BH0-010 Certified Tester Foundation Level](#)

[Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript](#)

[Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript](#)

[Mentoring 70-483 Programming in C#](#)

[Mentoring 98-361 Software Development Fundamentals](#)

[Mentoring 70-484 Essentials of Developing Windows Store Apps Using C#](#)

[Mentoring 70-486 Developing ASP.NET MVC Web Applications](#)

[Mentoring 70-485 Advanced Windows Store App Development Using C#](#)

[Mentoring 70-487 Developing Microsoft Azure and Web Services](#)

[Mentoring 1Z0-808 Java SE Programmer 8](#)

[Mentoring 98-379 Software Testing Fundamentals](#)

[Mentoring 1Z0-809 Java SE 8 Programmer II](#)

[Mentoring 1Z0-803 Java SE 7 Programmer I](#)

Test Preps

Test Preps

[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 1Z0-803 Java SE 7 Programmer I](#)

[TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4](#)

[TestPrep 1Z0-804 Java SE 7 Programmer II](#)

[TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3](#)

[TestPrep BH0-010 Certified Tester Foundation Level](#)

[TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript](#)

[TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript](#)

[TestPrep 70-483 Programming in C#](#)

[TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#](#)

[TestPrep 98-361 Software Development Fundamentals](#)

[TestPrep 70-485 Advanced Windows Store App Development Using C#](#)

[TestPrep 70-486 Developing ASP.NET MVC Web Applications](#)

[TestPrep 70-487 Developing Microsoft Azure and Web Services](#)

[TestPrep 1Z0-808 Java SE 8 Programmer I](#)
[TestPrep 1Z0-809 Java SE 8 Programmer II](#)
[TestPrep 98-379 Software Testing Fundamentals](#)
[TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4](#)

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

CompTIA A+

CompTIA A+ 220-902

[CompTIA A+ 220-902: Windows Overview and Installation](#)
[CompTIA A+ 220-902: Windows Interaction and Personalization](#)
[CompTIA A+ 220-902: Windows Utilities and Management](#)
[CompTIA A+ 220-902: Windows Applications and Features](#)
[CompTIA A+ 220-902: Adding Hardware to Windows and Storage Options](#)
[CompTIA A+ 220-902: Networking with the Windows Operating System](#)
[CompTIA A+ 220-902: Monitoring the Windows OS and an Introduction to Other OSs](#)
[CompTIA A+ 220-902: Mac OSX Features and an Introduction to Linux](#)
[CompTIA A+ 220-902: Shell and Terminal Commands for Linux or Mac OSX](#)
[CompTIA A+ 220-902: Introduction to Mobile Operating Systems](#)
[CompTIA A+ 220-902: Introduction to Virtualization and Basic Security Concepts](#)
[CompTIA A+ 220-902: Windows Security Features and Management](#)
[CompTIA A+ 220-902: Common Troubleshooting and Security Practices](#)
[CompTIA A+ 220-902: A Practical Approach to Troubleshooting](#)

CompTIA A+ Exam 220-901

[CompTIA A+ Exam 220-901: BIOS and Startup](#)
[CompTIA A+ Exam 220-901: Motherboards](#)
[CompTIA A+ Exam 220-901: RAM](#)
[CompTIA A+ Exam 220-901: Storage Solutions](#)
[CompTIA A+ Exam 220-901: Different Computer Form Factors](#)
[CompTIA A+ Exam 220-901: Introduction to Networking](#)
[CompTIA A+ Exam 220-901: Network Protocols and Cabling](#)
[CompTIA A+ Exam 220-901: Wireless Networking](#)
[CompTIA A+ Exam 220-901: CPUs](#)
[CompTIA A+ Exam 220-901: Connectors and Connections](#)
[CompTIA A+ Exam 220-901: Display Devices](#)
[CompTIA A+ Exam 220-901: Peripheral Devices](#)
[CompTIA A+ Exam 220-901: Broadband Routers](#)
[CompTIA A+ Exam 220-901: Internet Connections](#)
[CompTIA A+ Exam 220-901: Printer Maintenance](#)
[CompTIA A+ Exam 220-901: Troubleshooting Printers](#)
[CompTIA A+ Exam 220-901: Mobile Computing](#)
[CompTIA A+ Exam 220-901: Portable Computer Hardware](#)
[CompTIA A+ Exam 220-901: Printers](#)

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](#)

CompTIA 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](#)

[CompTIA Server+ 2009: Troubleshooting](#)

[CompTIA Server+ 2009: Network and Storage Troubleshooting](#)

CompTIA Server+ 2014

[CompTIA Server+ SK0-004: Server Architecture](#)

[CompTIA Server+ SK0-004: Server Administration I](#)

[CompTIA Server+ SK0-004: Troubleshooting I](#)

[CompTIA Server+ SK0-004: Troubleshooting II](#)

[CompTIA Server+ SK0-004: Server Administration II](#)

[CompTIA Server+ SK0-004: Storage](#)

[CompTIA Server+ SK0-004: Security](#)

[CompTIA Server+ SK0-004: Networking and Disaster Recovery](#)

CompTIA Linux+

CompTIA Linux+ 2014 Powered By LPI: LX0-103

[CompTIA Linux+ 2014 Powered By LPI: LX0-103: Advanced GNU and Unix Commands](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices and Filesystems](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-103: System Architecture](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands](#)

CompTIA Linux+ 2014 Powered By LPI: LX0-104

[CompTIA Linux+ 2014 Powered By LPI: LX0-104 Scripting and Administrative Tasks](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-104 Essential System Services](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-104 Networking Fundamentals](#)

[CompTIA Linux+ 2014 Powered By LPI: LX0-104 Security, Data, and Accessibility](#)

Microsoft SharePoint Server 2013

Microsoft Sharepoint Server 2013: Core Solutions

[Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Installation](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Authentication](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy](#)

[Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search](#)

[Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring](#)

Microsoft SharePoint Server 2013 - Developing Core Solutions

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes](#)

[Microsoft SharePoint Server 2013 - Developing Core Solutions: Create Office Apps](#)

Microsoft SharePoint Server 2013: Designing Advanced Solutions

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Content Support](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Continuity](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Search Services](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Upgrading](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Applications](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Support Service](#)

[Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Solutions](#)

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](#)

Microsoft Windows 8

Microsoft Windows 8.1: Supporting Windows 8.1

[Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications](#)

[Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings](#)

[Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access](#)

[Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security](#)
[Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices](#)
[Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security](#)
[Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services](#)
[Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP](#)

Microsoft Windows 8.1: Configuration

[Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1](#)
[Microsoft Windows 8.1 - Configuring: Hardware and Applications](#)
[Microsoft Windows 8.1 - Configuring: Network Configuration](#)
[Microsoft Windows 8.1 - Configuring: Remote Management and Security](#)
[Microsoft Windows 8.1 - Configuring: Resource Access](#)
[Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices](#)
[Microsoft Windows 8.1 - Configuring: Windows Clients](#)
[Microsoft Windows 8.1 - Configuring: File and System Recovery](#)

Microsoft Windows: Deploying Windows Devices and Enterprise Apps

[Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies](#)
[Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility](#)
[Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE](#)
[Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI](#)
[Microsoft Windows - Deploying Windows Devices and Enterprise Apps: ZTI and SCCM](#)
[Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation](#)

Microsoft Windows: Managing Enterprise Devices and Apps

[Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Client Management](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Managing Applications](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Software Updates](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Compliance](#)
[Microsoft Windows - Managing Enterprise Devices and Apps: Site Management](#)

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](#)
[Creating a Standard Image to Deploy Windows 7](#)
[Deploying Windows 7 Using WDS and USMT](#)
[Deploying Windows 7 Using Lite-Touch Installation](#)
[Deploying Windows 7 Using Zero-Touch Installation](#)
[Designing Windows 7 Client Configuration](#)
[Troubleshooting Windows 7 Client Configuration](#)
[Designing Application and Update Deployments 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 Exchange Server 2013

Microsoft Exchange Server 2013: Advanced Solutions

[Microsoft Exchange Server 2013 - Advanced Solutions: Availability](#)
[Microsoft Exchange Server 2013 - Advanced Solutions: Site-resilience Solutions](#)
[Microsoft Exchange Server 2013 - Advanced Solutions: Advanced Security](#)
[Microsoft Exchange Server 2013 - Advanced Solutions: Compliance and Discovery](#)
[Microsoft Exchange Server 2013 - Advanced Solutions: Migration and Federation](#)

[Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting](#)
[Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging](#)

Microsoft Windows Server 2012

Microsoft Windows Server 2012 R2: Installing and Configuring

[Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs](#)
[Microsoft Windows Server 2012 R2 - Installing and Configuring: Security](#)

Microsoft Windows Server 2012 R2: Administration

[Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption](#)
[Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS](#)
[Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring](#)
[Microsoft Windows Server 2012 R2 - Administration: Network Services and Access](#)
[Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP](#)
[Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies](#)
[Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory](#)
[Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing](#)
[Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences](#)

Microsoft Windows Server 2012 R2: Configuring Advanced Services

[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI](#)
[Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation](#)

Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services](#)
[Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS](#)

Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

[Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection](#)
[Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP](#)

Microsoft 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](#)
[Active Directory Certificate Services in Windows Server 2008](#)
[Communications and Security in Windows Server 2008](#)
[Monitoring, Backups, and Recovery 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](#)
[Network Access Security 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](#)
[Terminal Services Resource Access 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](#)
[Management Improvements in Windows Server 2008 R2](#)
[Improvements to Role Services in Windows Server 2008 R2](#)
[Access Control in Windows Server 2008 R2](#)

Microsoft Exchange Server

Microsoft Exchange Server 2013: Core Solutions

[Microsoft Exchange Server 2013 - Core Solutions: Deployment](#)
[Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management](#)
[Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers](#)
[Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity](#)
[Microsoft Exchange Server 2013 - Core Solutions: Message Transport](#)
[Microsoft Exchange Server 2013 - Core Solutions: Access Control](#)
[Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR](#)
[Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting](#)

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 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](#)

UNIX Essentials

Unix OS Fundamentals

[Unix OS Fundamentals: Security](#)
[Unix OS Fundamentals: Network Administration](#)
[Unix OS Fundamentals: Managing Files and Directories](#)
[Unix OS Fundamentals: An Introduction to Unix](#)

Linux Professional Institute

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

[Managing Resource Utilization in Linux](#)
[Linux User Notification and Device Management](#)
[E-mail and Security in Linux](#)
[Linux Kernel Compilation and Linux Startup](#)
[Linux File Sharing and Filesystem Management](#)
[Linux Network Configuration](#)

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 202

[Booting Linux and Installing Applications from Source](#)
[Linux Network Services](#)
[Linux System Maintenance and Hardware Configuration](#)
[Linux Security](#)
[Linux System Troubleshooting](#)

VMware

VMware: Datacenter Virtualization with vSphere 5 - Part 2

[VMware vSphere 5 - Part 2: vSphere Clustering](#)
[VMware vSphere 5 - Part 2: Processor and Resource Management](#)
[VMware vSphere 5 - Part 2: High Availability and Fault Tolerance](#)
[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 vSphere 6 Install, Configure, Manage: Part 2

[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS](#)
[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering](#)
[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring](#)
[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Design](#)
[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Updating](#)
[VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Upgrading](#)

VMware vSphere 6 Install, Configure, Manage: Part 1

[VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation](#)
[VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks](#)
[VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs](#)
[VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview](#)

VMware Workstation 11 Fundamentals

[VMware Workstation 11 Networking and Remote Connectivity](#)

[Creating and Configuring Virtual Machines in VMware Workstation 11](#)
[Managing Virtual Machine Devices and Resources in VMware Workstation 11](#)
[Installing and Configuring VMware Workstation 11](#)

VMware NSX Network Virtualization

[VMware NSX Network Virtualization: Technology and Architecture](#)
[VMware NSX Network Virtualization: Physical Infrastructure Requirements](#)
[VMware NSX Network Virtualization: Installing and Upgrading](#)
[VMware NSX Network Virtualization: Configuring vSphere Networking](#)
[VMware NSX Network Virtualization: NSX Network Services](#)
[VMware NSX Network Virtualization: Configuring NSX Virtual Networks](#)
[VMware NSX Network Virtualization: NSX Network Security](#)

VMware Overview

[VMware Desktop Virtualization Overview](#)
[VMware Data Center Virtualization Overview](#)
[VMware Business Mobility Solutions](#)
[VMware Cloud Services Solutions](#)

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](#)

Office 365

Managing Identities and Requirements in Office 365

[Office 365 Configuration](#)
[Office 365 Deployment](#)
[Monitoring and Troubleshooting Office 365 Usage](#)
[Managing Office 365 Cloud Identities, Synchronization, and Clients](#)
[Office 365 Federated Identities \(Single Sign-On\)](#)

Enabling Office 365 Services

[Office 365 Services: SharePoint Online Site Collections](#)
[Office 365 Services: Configuring Exchange Online and Lync Online](#)
[Office 365 Services: Planning for Exchange Online and Lync Online](#)
[Office 365 Services: Managing Clients and End-User Devices](#)

Windows PowerShell

Microsoft PowerShell and Exchange Server

[Microsoft PowerShell and Exchange Server: Getting Started](#)
[Microsoft PowerShell and Exchange Server: Managing Mailboxes](#)
[Microsoft PowerShell and Exchange Server: Distribution Groups and Databases](#)

Microsoft PowerShell and SharePoint

[Microsoft PowerShell and SharePoint: Getting Started](#)
[Microsoft PowerShell and SharePoint: Managing Sites](#)

Microsoft PowerShell and SQL Server

[Microsoft PowerShell and SQL Server: Database Management](#)
[Microsoft PowerShell and SQL Server: Introduction](#)

Microsoft PowerShell for Windows

[Microsoft PowerShell for Windows: Getting Started with PowerShell](#)
[Microsoft PowerShell for Windows: Aliases, Providers, and Objects](#)
[Microsoft PowerShell for Windows: Remoting and Modules](#)

Windows PowerShell Desired State Configuration

[Windows PowerShell Desired State Configuration Fundamentals](#)

Advanced PowerShell Desired State Configuration

[Advanced PowerShell Desired State Configuration: Writing Custom Resources](#)
[Advanced PowerShell Desired State Configuration: Advanced Configuration](#)

Microsoft Lync Server 2013

Microsoft Lync Server 2013

[Microsoft Lync Server 2013: Configuration and Maintenance](#)

[Microsoft Lync Server 2013: Administration and Data Resiliency Overview](#)

Microsoft Windows 10

Microsoft Windows 10: Exploring the Technical Preview

[First Encounters with Windows 10](#)

Microsoft Windows 10 End User First Look

[Microsoft Windows 10 First Look: Interface and New Features](#)

[Microsoft Windows 10 First Look: Configuration](#)

Microsoft Windows 10: Configuring Windows Devices

[Introduction to Windows 10](#)

[Deploy Windows 10 with New and Traditional Tools](#)

[Configure Devices and Disks in Windows 10](#)

[Configure Networking and Remote Connections in Windows 10](#)

[Maintain Windows 10 and Configure Virtualization Technologies in Windows 10](#)

[Configure User Data in Windows 10](#)

[Configure Authentication and Secure Identities for Windows 10](#)

[Threat Resistance Technologies in Windows 10](#)

[Data Protection in Windows 10](#)

[Install and Manage Windows 10 Applications and Universal Windows Apps](#)

[Manage Windows 10 Devices](#)

Microsoft Windows 10: Supporting Windows 10

[Microsoft Windows 10: Supporting Operating System and Application Installation](#)

[Microsoft Windows 10: Supporting Connectivity and Data Storage](#)

[Microsoft Windows 10: Supporting Authentication, Permissions, and Data Security](#)

[Microsoft Windows 10: Supporting Hardware, Performance, and Mobile Devices](#)

[Microsoft Windows 10: Supporting Client Compliance and Managing Clients](#)

Microsoft Internet Information Services 8.5

Microsoft Internet Information Services

[Installing and Configuring a Microsoft IIS Server Service](#)

DevOps

Working with Chef

[Working with Chef: Fundamentals](#)

DevOps Fundamentals

[DevOps Fundamentals: Tools, Technologies, and Infrastructures](#)

Using Docker

[Using Docker: Benefits and Installation](#)

[Using Docker: Dockerizing Applications](#)

[Using Docker: Customizing and Clustering](#)

Using Puppet

[Using Puppet: Implementation and Benefits](#)

[Using Puppet: Configuration and Programming](#)

Using Vagrant

[Using Vagrant: Introduction](#)

[Using Vagrant: Configuration](#)

Chef - Beyond the Basics

[Working with Chef Analytics](#)

Docker – Beyond the Basics

[Docker Configuration and Management](#)

[Working with Docker Machine, Security, and APIs](#)

Extending Jenkins

[Building and Administering Complex Jenkins Projects](#)

[Intermediate Jenkins Considerations](#)

Puppet - Beyond the Basics

[Working with Puppet Agent and Puppet Apply](#)

[Building and Administering a Complex Puppet Installation](#)

Vagrant Development Environments

[Advanced Provisioning in Vagrant](#)

[Vagrant Advanced Administration](#)

Red Hat Linux

Red Hat Certified System Administrator RHEL 7

[Red Hat Certified System Administrator: Advanced Networking](#)

[Red Hat Certified System Administrator: The Environment](#)

[Red Hat Certified System Administrator: Boot Process and Installation](#)

[Red Hat Certified System Administrator: The Command Line](#)

[Red Hat Certified System Administrator: Administration and Permissions](#)

[Red Hat Certified System Administrator: Scripting and Scheduling](#)

[Red Hat Certified System Administrator: Processes, Networking, and Logging](#)
[Red Hat Certified System Administrator: Remote Connections and Access](#)
[Red Hat Certified System Administrator: File Systems and Device Management](#)
[Red Hat Certified System Administrator: Introduction to Virtualization](#)
[Red Hat Certified System Administrator: SELinux and Troubleshooting](#)

Microsoft Mobility and Device Fundamentals

Windows Devices and Mobility Fundamentals

[Device Configuration and Data Access](#)
[Data Management and Device Security](#)
[Cloud Services and Enterprise Mobility](#)

Ubuntu

Getting Started with Ubuntu

[Introduction to Ubuntu](#)
[Essential Tools for Ubuntu](#)

Software Development

Working with Jenkins

[Working with Jenkins: Fundamentals](#)

Windows Server 2016

Microsoft Windows Server 2016 (First Look)

[Microsoft Windows Server 2016 \(First Look\): Active Directory and Networking](#)

Microsoft Windows Nano Server First Look

[Microsoft Windows Nano Server: Nano Server First Look](#)

Windows Performance Monitoring

Microsoft Windows Performance Monitoring

[Microsoft Windows Performance Monitoring Basics](#)
[Microsoft Windows Performance Monitoring Best Practice](#)
[Microsoft Windows Performance Tools In Windows Operating Systems](#)
[Windows Performance Monitoring: Additional Performance Tools](#)

Mentoring Assets

Mentoring Assets

[Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring](#)
[Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring](#)
[Mentoring 70-646 PRO: Windows Server 2008, Server Administrator](#)
[Mentoring 70-680 TS: Windows 7, Configuring](#)
[Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator](#)
[Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician](#)
[Mentoring 220-801 CompTIA A+](#)
[Mentoring 220-802 CompTIA A+](#)
[Mentoring 70-687 Configuring Windows 8.1](#)
[Mentoring 70-410 Installing and Configuring Windows Server 2012](#)
[Mentoring 70-461 Querying Microsoft SQL Server 2012](#)
[Mentoring 70-411 Administering Windows Server 2012](#)
[Mentoring 70-412 Configuring Advanced Windows Server 2012 Services](#)
[Mentoring 70-688 Supporting Windows 8.1](#)
[Mentoring N10-006 CompTIA Network+](#)
[Mentoring 98-368 Mobility and Device Fundamentals](#)
[Mentoring 220-902 CompTIA A+](#)
[Mentoring 220-901 CompTIA A+](#)
[Mentoring 70-697 Configuring Windows Devices](#)
[Mentoring 70-398 Planning for and Managing Devices in the Enterprise](#)

Test Preps

Test Preps

[TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring](#)
[TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring](#)
[TestPrep 70-680 TS: Windows 7, Configuring](#)
[TestPrep SK0-003 Server+](#)
[TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator](#)
[TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician](#)
[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 220-801 CompTIA A+](#)
[TestPrep 220-802 CompTIA A+](#)
[TestPrep 70-688 Supporting Windows 8.1](#)
[TestPrep 70-411 Administering Windows Server 2012](#)
[TestPrep 70-410 Installing and Configuring Windows Server 2012](#)
[TestPrep 70-412 Configuring Advanced Windows Server 2012 Services](#)
[TestPrep 70-687 Configuring Windows 8.1](#)
[TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013](#)
[TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013](#)
[TestPrep 70-414 Implementing an Advanced Server Infrastructure](#)
[TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013](#)
[TestPrep 70-346 Managing Office 365 Identities and Requirements](#)
[TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013](#)
[TestPrep 70-347 Enabling Office 365 Services](#)
[TestPrep SK0-004 CompTIA Server+](#)
[TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1](#)
[TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2](#)
[TestPrep 70-696 Managing Enterprise Devices and Apps](#)
[TestPrep 70-695 Deploying Windows Devices and Enterprise Apps](#)
[TestPrep 98-368 Mobility and Device Fundamentals](#)
[TestPrep 220-901 CompTIA A+](#)
[TestPrep 220-902 CompTIA A+](#)
[TestPrep 70-697 Configuring Windows Devices](#)
[TestPrep 70-398 Planning for and Managing Devices in the Enterprise](#)

INTERNET AND NETWORK TECHNOLOGIES

Social Networking

Yammer for Business Users

[Yammer for Business Users: Using Yammer](#)

Getting the Most from Social Networking

[Social Networking Fundamentals](#)

[Social Networking Services, Strategy, and Management](#)

CompTIA Networking, Internetworking, and Security Technologies

CompTIA Security+ SY0-401

[CompTIA Security+ SY0-401: Control Fundamentals and Security Threats](#)

[CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses](#)

[CompTIA Security+ SY0-401: Creating Secure Networks](#)

[CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing](#)

[CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls](#)

[CompTIA Security+ SY0-401: Securing a Networked Environment](#)

[CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security](#)

[CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures](#)

[CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud](#)

[CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics](#)

CompTIA Network+ N10-006

[CompTIA Network+ N10-006: Network Architecture Part 1](#)

[CompTIA Network+ N10-006: Network Architecture Part 2](#)

[CompTIA Network+ N10-006: Network Operations Part 1](#)

[CompTIA Network+ N10-006: Network Operations Part 2](#)

[CompTIA Network+ N10-006: Network Security](#)

[CompTIA Network+ N10-006: Troubleshooting Part 1](#)

[CompTIA Network+ N10-006: Troubleshooting Part 2](#)

[CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory](#)

CompTIA Mobility+ MB0-001

[CompTIA Mobility+ MB0-001: Network Infrastructure](#)

[CompTIA Mobility+ MB0-001: Mobile Device Management 1](#)

[CompTIA Mobility+ MB0-001: Mobile Device Management 2](#)

[CompTIA Mobility+ MB0-001: Security](#)

[CompTIA Mobility+ MB0-001: Troubleshooting 1](#)

[CompTIA Mobility+ MB0-001: Troubleshooting 2](#)

[CompTIA Mobility+ MB0-001: Over The Air Technologies](#)

Wireless

Internet of Things Introduction

[Internet of Things Applications](#)

[Internet of Things Hardware](#)

Networking and Telecommunications Fundamentals

Networking Fundamentals

[Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls](#)
[Networking Fundamentals: Remote Connections, Shares, and Mac OSX Networking](#)

Security Solutions

Certified Internet Security Auditor (CISA)

[CISA Domain: The Process of Auditing Information Systems - Part 1](#)
[CISA Domain: The Process of Auditing Information Systems - Part 2](#)
[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 Ethical Hacker (CEH)

[Certified Ethical Hacker \(CEH\): Hacking and Penetration Testing](#)
[Certified Ethical Hacker \(CEH\): Footprinting and Reconnaissance](#)
[Certified Ethical Hacker \(CEH\): Network Scanning](#)
[Certified Ethical Hacker \(CEH\): Enumeration and Cryptography](#)
[Certified Ethical Hacker \(CEH\): System Hacking](#)
[Certified Ethical Hacker \(CEH\): Malware](#)
[Certified Ethical Hacker \(CEH\): Sniffing](#)
[Certified Ethical Hacker \(CEH\): Social Engineering](#)
[Certified Ethical Hacker \(CEH\): Denial of Service and Session Hijacking](#)
[Certified Ethical Hacker \(CEH\): Hacking Web Servers](#)
[Certified Ethical Hacker \(CEH\): Hacking Web Applications](#)
[Certified Ethical Hacker \(CEH\): SQL Injection](#)
[Certified Ethical Hacker \(CEH\): Hacking Wireless Networks](#)
[Certified Ethical Hacker \(CEH\): Hacking Mobile Platforms](#)
[Certified Ethical Hacker \(CEH\): Evading IDS, Firewalls, and Honey pots](#)
[Certified Ethical Hacker \(CEH\): Buffer Overflow](#)

Certified Information Security Manager (CISM)

[CISM: Information Security Governance \(Part 1\)](#)
[CISM: Information Security Governance \(Part 2\)](#)
[CISM: Information Security Governance \(Part 3\)](#)
[CISM: Information Risk Management and Compliance \(Part 1\)](#)
[CISM: Information Security Incident Management \(Part 1\)](#)
[CISM: Information Risk Management and Compliance \(Part 2\)](#)
[CISM: Information Security Incident Management \(Part 2\)](#)
[CISM: Information Security Program Development and Management \(Part 1\)](#)
[CISM: Information Security Program Development and Management \(Part 2\)](#)
[CISM: Information Security Program Development and Management \(Part 3\)](#)
[CISM: Information Security Program Development and Management \(Part 4\)](#)
[CISM: Information Security Program Development and Management \(Part 5\)](#)

CompTIA Advanced Security Practitioner CAS-002

[CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns](#)
[CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls](#)
[CompTIA CASP CAS-002: Security Controls for Hosts](#)
[CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls](#)
[CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control](#)
[CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery](#)
[CompTIA CASP CAS-002: Research, Analysis and Assessment](#)
[CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines](#)
[CompTIA CASP CAS-002: Technical Integration of Enterprise Components](#)

Microsoft Security Fundamentals

[Microsoft Security Fundamentals: Security Layers](#)
[Microsoft Security Fundamentals: Operating System Security](#)
[Microsoft Security Fundamentals: Network Security](#)
[Microsoft Security Fundamentals: Security Software](#)

Certified Secure Software Lifecycle Professional (CSSLP)

[CSSLP: Secure Software Concepts](#)
[CSSLP: Secure Software Requirements](#)
[CSSLP: Secure Software Design](#)

[CSSLP: Secure Software Implementation and Coding](#)
[CSSLP: Secure Software Testing](#)
[CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal](#)
[CSSLP: Supply Chain and Software Acquisition](#)

OWASP Top 10

[OWASP Mitigations for .NET](#)
[Introduction to OWASP and the Top 10](#)

Foundations of Android Security

[Android Architecture, Protection, and Development Best Practices](#)
[Android Security Vulnerabilities, Testing, and Enterprise Considerations](#)

Foundations of iOS Security

[iOS Security Architecture and Application Data Protection](#)
[Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices](#)

Cryptography Fundamentals

[Cryptography Fundamentals: Defining Cryptography](#)
[Cryptography Fundamentals: Applying Cryptography](#)

Systems Security Certified Practitioner

[Systems Security Certified Practitioner: Access Controls](#)
[Systems Security Certified Practitioner: Security Operations](#)
[Systems Security Certified Practitioner: Security Administration](#)
[Systems Security Certified Practitioner: Risk Management](#)
[Systems Security Certified Practitioner: Incident Response and Recovery](#)
[Systems Security Certified Practitioner: Cryptography](#)
[Systems Security Certified Practitioner: Network and Communications Security](#)
[Systems Security Certified Practitioner: Systems and Application Security](#)

Securing User Accounts

[Securing User Accounts: Fundamental Security Concepts](#)
[Securing User Accounts: Logon, Logoff, Account Changes, and Attack Mitigation](#)
[Securing User Accounts: Authorization, Registration, and Passwords](#)

What's New in CISSP 2015

[Changes to CISSP 2015](#)

Securing Mobile Devices in the Enterprise

[Securing Mobile Devices in the Enterprise: Mobile Security Threats](#)
[Securing Mobile Devices in the Enterprise: Mobile Security Technologies](#)
[Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation](#)
[Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security](#)

Cisco

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](#)

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](#)

Cisco SENS 1.0

[SENS 1.0: Secure Design Principles](#)
[SENS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls](#)
[SENS 1.0: Deploying Cisco Traffic Telemetry Methods](#)
[SENS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA](#)
[SENS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls](#)
[SENS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration](#)
[SENS 1.0: Deploying Advanced Cisco ASA Access Policies](#)
[SENS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies](#)
[SENS 1.0: Threat Controls Deployment on Cisco IOS Software](#)

ROUTE 2.0: Implementing Cisco IP Routing

[Cisco ROUTE 2.0: Configuring OSPFv3](#)
[Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships](#)
[Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP](#)
[Cisco ROUTE 2.0: Basic Network and Routing Concepts](#)
[Cisco ROUTE 2.0: Understanding the RIP and EIGRP Routing Protocols](#)
[Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing EIGRP Behavior](#)
[Cisco ROUTE 2.0: Link-State Database and Optimizing OSPF Behavior](#)
[Cisco ROUTE 2.0: Configuring Routing Protocol Redistribution](#)
[Cisco ROUTE 2.0: Redistribution Using Distribute and Prefix Lists](#)
[Cisco ROUTE 2.0: Path Control Implementation](#)
[Cisco ROUTE 2.0: Enterprise Internet Connectivity I](#)
[Cisco ROUTE 2.0: Implementing Basic BGP Operations](#)
[Cisco ROUTE 2.0: Routers and Routing Protocol Hardening](#)
[Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment](#)
[Cisco ROUTE 2.0: Redistribution Using Route Maps and Tags](#)
[Cisco ROUTE 2.0: Enterprise Internet Connectivity II](#)
[Cisco ROUTE 2.0: Optimizing and Tuning OSPF](#)
[Cisco ROUTE 2.0: Network Principles and Layer 2 Technologies](#)
[Cisco ROUTE 2.0: Layer 3 Technologies](#)
[Cisco ROUTE 2.0: VPN Technologies](#)
[Cisco ROUTE 2.0: Securing Access](#)
[Cisco ROUTE 2.0: Infrastructure Services](#)

SWITCH 2.0: Implementing Cisco IP Switched Networks

[Cisco SWITCH 2.0: Campus Network Architecture I](#)
[Cisco SWITCH 2.0: Basic Concepts and Network Design](#)
[Cisco SWITCH 2.0: Campus Network Architecture II](#)
[Cisco SWITCH 2.0: Spanning Tree Implementation](#)
[Cisco SWITCH 2.0: Spanning Tree Implementation II](#)
[Cisco SWITCH 2.0: Inter-VLAN Routing](#)
[Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP](#)
[Cisco SWITCH 2.0: High-Availability Networks](#)
[Cisco SWITCH 2.0: Campus Network Security I](#)

[Cisco SWITCH 2.0: Campus Network Security II](#)
[Cisco SWITCH 2.0: Campus Network Security III](#)
[Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP](#)
[Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation](#)

TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

[Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing](#)
[Cisco TSHOOT 2.0: Tools and Methodologies of Troubleshooting](#)
[Cisco TSHOOT 2.0: Troubleshooting OSPF](#)
[Cisco TSHOOT 2.0: Troubleshooting EIGRP and BGP](#)
[Cisco TSHOOT 2.0: Troubleshooting RIPv2](#)
[Cisco TSHOOT 2.0: Troubleshooting RIPng](#)
[Cisco TSHOOT 2.0: Troubleshooting Redistribution](#)
[Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing](#)
[Cisco TSHOOT 2.0: Troubleshooting FHRP](#)
[Cisco TSHOOT 2.0: Troubleshooting Security Issues](#)
[Cisco TSHOOT 2.0: Troubleshooting Router Features](#)

Cisco SITCS 1.0: Cisco Threat Control Solutions

[Cisco SITCS 1.0: Cisco ASA \(CX\) NGFW Services I](#)
[Cisco SITCS 1.0: Cisco ASA \(CX\) NGFW Services II](#)
[Cisco SITCS 1.0: Cisco Web Security Appliance](#)
[Cisco SITCS 1.0: Configuring Cisco Web Security Appliance](#)
[Cisco SITCS 1.0: Cisco Cloud Web Security](#)
[Cisco SITCS 1.0: Cisco Email Security Appliance](#)
[Cisco SITCS 1.0: Cisco Intrusion Prevention Systems I](#)
[Cisco SITCS 1.0: Cisco Intrusion Prevention Systems II](#)
[Cisco SITCS 1.0: Configuring Cisco Email Security](#)

Implementing Cisco Secure Access Solutions (SISAS) 1.0

[Cisco SISAS 1.0: Identity Services Overview and 802.1X](#)
[Cisco SISAS 1.0: EAP and Logging into Cisco Identity Services Engine \(ISE\)](#)
[Cisco SISAS 1.0: Cisco ISE Technologies](#)
[Cisco SISAS 1.0: Certificate-based Authentication and Authorization](#)
[Cisco SISAS 1.0: Cisco TrustSec, MACsec, and WebAuth Access](#)
[Cisco SISAS 1.0: Endpoint Access Control Enhancements and Troubleshooting](#)

CICD 1.0: Implementing Cisco Collaboration Devices

[CICD 1.0: Cisco Unified Communications Solutions](#)
[CICD 1.0: Characteristics of Cisco Unified Communications Solutions](#)
[CICD 1.0: Cisco Unified Communications Manager Administrator Interfaces](#)
[CICD 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs](#)
[CICD 1.0: Component Impact on Call Flows in Unified Communications Manager](#)
[CICD 1.0: Cisco UCM and Cisco UCM Express End-users](#)
[CICD 1.0: Cisco UCM and Cisco UCM Express Endpoints](#)
[CICD 1.0: Cisco UCM and Cisco UCM Express Endpoint Implementation Options](#)
[CICD 1.0: Understanding Telephony Features](#)
[CICD 1.0: Telephony Feature Implementation and Mobility Options](#)
[CICD 1.0: Unity Connection and End User and Mailbox Requirements](#)
[CICD 1.0: Unity Connection End User Implementation and IM and Presence Service](#)
[CICD 1.0: Supporting End Users and Understanding Cisco UCM Reports](#)
[CICD 1.0: Cisco UCM Call Detail Records and Reporting and Monitoring Tools](#)

DCICN 1.0: Intro to Cisco Data Center Networking

[DCICN 1.0: Ethernet Networks](#)
[DCICN 1.0: Simple Networks](#)
[DCICN 1.0: Switched Networks](#)
[DCICN 1.0: VLANs and Trunks](#)
[DCICN 1.0: Redundant Switched Topology](#)
[DCICN 1.0: IPv4 and the Routing Process](#)
[DCICN 1.0: IPv6 and Packet Delivery](#)
[DCICN 1.0: Routing and ACLs on Cisco Nexus Switches](#)

SIMOS 1.0: Implementing Cisco Sec. Mob. Solutions

[SIMOS 1.0: Fundamentals of VPN Technologies and Cryptography](#)
[SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions \(Part 1\)](#)
[SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions \(Part 2\)](#)
[SIMOS 1.0: Deploying Cisco IOS Site-to-Site FlexVPN Solutions](#)
[SIMOS 1.0: Deploying Clientless SSL VPNs](#)
[SIMOS 1.0: Deploying Cisco AnyConnect VPNs](#)
[SIMOS 1.0: Clientless SSL VPNs, Endpoint Security, and Dynamic Access Policies](#)

[CISSP: Security Principles, Governance, and Guidelines](#)

[CISSP: Risk Management](#)

[CISSP: Asset Security](#)

[CISSP: Security Engineering Part 1](#)

[CISSP: Security Engineering Part 2](#)

[CISSP: Communication & Network Security Design](#)

[CISSP: Identity and Access Management](#)

[CISSP: Security Assessment and Testing](#)

[CISSP: Security Operations Part 1](#)

[CISSP: Security Operations Part 2](#)

[CISSP: Security Operations Part 3](#)

[CISSP: Software Development Security](#)

DCICT 1.0: Introducing Cisco Data Center Tech.

[Cisco DCICT 1.0 - Monitoring the Cisco Nexus 7000 and 5000 Series Switches](#)

[Cisco DCICT 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter](#)

[Cisco DCICT 1.0 - Virtualizing Network Devices and FEX Operations](#)

[Cisco DCICT 1.0 - Virtualizing Storage and Servers](#)

[Cisco DCICT 1.0 - Using the Cisco Nexus 1000V Series Switch](#)

[Cisco DCICT 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch](#)

[Cisco DCICT 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families](#)

[Cisco DCICT 1.0 - Comparing Storage Connectivity Options in the Data Center](#)

[Cisco DCICT 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration](#)

[Cisco DCICT 1.0 - The Cisco UCS Series Product Family](#)

[Cisco DCICT 1.0 - RAID Options and B-Series Blades and Cluster Options](#)

[Cisco DCICT 1.0 - UCS Management Operations](#)

[Cisco DCICT 1.0 - Cisco Data Center Unified Fabric](#)

Implementing Cisco Video Network Devices, Part 2

[CIVND2 1.0: Cisco Business Video Collaboration](#)

[CIVND2 1.0: Cisco Business Video Solutions](#)

[CIVND2 1.0: Installation and Configuration of Cisco IP Phones and Cisco Jabber](#)

[CIVND2 1.0: Troubleshooting Cisco IP Phone, Cisco Jabber and Endpoint Issues](#)

[CIVND2 1.0: Describing Cisco TelePresence and Endpoints](#)

[CIVND2 1.0: Configuring Cisco TelePresence TC](#)

[CIVND2 1.0: Troubleshooting Cisco TelePresence Endpoints](#)

[CIVND2 1.0: Configuring and Monitoring Cisco Conferencing and DMPs](#)

Implementing Cisco IOS Network Security (IINS) 3.0

[Cisco IINS 3.0: Threatscape, Security Policies and Basic Architectures](#)

[Cisco IINS 3.0: Securing Layer 2 Infrastructure](#)

[Cisco IINS 3.0: Securing Layer 2 Protocols and Firewall Technologies](#)

[Cisco IINS 3.0: Cisco ASA Access Control and Service Policies](#)

[Cisco IINS 3.0: Remote Access VPNs](#)

[Cisco IINS 3.0: Intrusion Detection and Protection](#)

Implementing Cisco IP Telephony and Video, Part 1

[CIPTV 1 1.0: Introduction to Cisco Unified Communications Manager](#)

[CIPTV 1 1.0: Introduction to Single-site On-cluster Calling](#)

[CIPTV 1 1.0: Call Routing Implementation](#)

[CIPTV 1 1.0: Path Selection, Dial-Peers and H.323 and SIP Gateways](#)

[CIPTV 1 1.0: Cisco Unified Border Element and Media Resources](#)

[CIPTV 1 1.0: Cisco Audio and Video Conferencing using TelePresence](#)

[CIPTV 1 1.0: Overview of QoS in a Packet Switched Network](#)

Cisco SPNGN Part 1

[SPNGN1 1.0: Networking Functions](#)

[SPNGN1 1.0: Protocol Suites and the Internet Layer of IP](#)

[SPNGN1 1.0: Managing IPv4 and IPv6 Addressing](#)

[SPNGN1 1.0: The TCP/IP Transport Layer and Internet Security Threats](#)

[SPNGN1 1.0: IPv4 Subnetting and VLSM](#)

[SPNGN1 1.0: Ethernet Fundamentals](#)

[SPNGN1 1.0: Switching Fundamentals](#)

[SPNGN1 1.0: Operating and Securing a Cisco Switch](#)

[SPNGN1 1.0: Switching Infrastructure Connectivity](#)

[SPNGN1 1.0: Switch Troubleshooting and Routing Fundamentals](#)

[SPNGN1 1.0: IOS XR Routers and Distance Vector Routing](#)

[SPNGN1 1.0: EIGRP Configuration and Router Security](#)

[SPNGN1 1.0: WAN Connectivity](#)

[SPNGN1 1.0: Service Provider Edge Technologies](#)

[SPNGN1 1.0: IP Addressing Solutions with NAT and DHCP](#)
[SPNGN1 1.0: PPP and SONET in the WAN](#)
[SPNGN1 1.0: VPN Technologies](#)
[SPNGN1 1.0: Cisco Device Management](#)
[SPNGN1 1.0: Monitoring Network Traffic, Behavior and Administration](#)

Implementing Cisco Video Network Devices, Part 1

[CIVND1 1.0: Video Conferencing and Streaming Fundamentals](#)
[CIVND1 1.0: Video Compression Technologies](#)
[CIVND1 1.0: Video Conferencing and Protocol](#)
[CIVND1 1.0: Video Endpoints](#)
[CIVND1 1.0: TelePresence Endpoint Environmental Requirements and Configuration](#)

Implementing Cisco IP Telephony and Video, Part 2

[CIPTV 2 1.0: CUCM v10 Video and Dynamic Routing Using ILS and GDPR](#)
[CIPTV 2 1.0: CUCM v10 Multisite Deployment Solutions](#)
[CIPTV 2 1.0: CUCM v10 Globalized Call Routing and PSTN Backup](#)
[CIPTV 2 1.0: CUCM v10 URI Dialing, MGCP Fallback, and SRST](#)
[CIPTV 2 1.0: CUCM v10 Bandwidth Management Tools and MOH Solutions](#)

DESGN: Designing for Cisco Internetwork Solutions

[DESGN 3.0: Designing Wide Area Networks](#)
[DESGN 3.0: Branch Office and Datacenter Design](#)
[DESGN 3.0: Campus Network Design Fundamentals](#)
[DESGN 3.0: Network Design Methodologies](#)
[DESGN 3.0: Building a Modular Network Design](#)
[DESGN 3.0: Designing a Highly Available Campus Network](#)
[DESGN 3.0: Designing a Secure Network and Edge Connectivity](#)
[DESGN 3.0: Designing Routed Networks with EIGRP and OSPF](#)
[DESGN 3.0: Designing Routed Networks with IS-IS and BGP](#)
[DESGN 3.0: Supporting QoS and Wireless in a Network Design](#)
[DESGN 3.0: Designing a Network for Collaboration and Introducing IP Addressing](#)
[DESGN 3.0: Designing IPv4 and IPv6 Addressing Plans](#)
[DESGN 3.0: Managing IP Addresses and Introducing SDN](#)

Interconnecting Cisco Networking Devices Part 1

[ICND1 3.0: An Introduction to Networking and Cisco IOS](#)
[ICND1 3.0: Managing Switches and Routers with Cisco IOS](#)
[ICND1 3.0: Discovering Ethernet and Troubleshooting Methodologies](#)
[ICND1 3.0: The Internet, Transport, and Application Layers](#)
[ICND1 3.0: Mastering IPv4 Addressing and Subnetting](#)
[ICND1 3.0: Discovering Cisco IOS Routers](#)
[ICND1 3.0: IPv4 Access Control Lists](#)
[ICND1 3.0: Understanding Host-to-Host Communication and Implementing Static Routing](#)
[ICND1 3.0: Introducing IPv6](#)
[ICND1 3.0: IPv4 Private to Public Network Address Translation](#)
[ICND1 3.0: VLANs, Trunking, and Inter-VLAN Routing](#)
[ICND1 3.0: Implementing DHCP and RIPv2](#)
[ICND1 3.0: Securing Management Access on an IOS Device](#)
[ICND1 3.0: Implementing Port Security and Managing the Cisco IOS](#)

Interconnecting Cisco Networking Devices Part 2 (ICND2) 3.0

[ICND2 3.0: Implementing and Troubleshooting VLANs, Trunks, and Etherchannel](#)
[ICND2 3.0: Working with Spanning-Tree and First Hop Redundancy Protocols](#)
[ICND2 3.0: Troubleshooting IPv4 Networks](#)
[ICND2 3.0: Troubleshooting IPv6 Networks](#)
[ICND2 3.0: Introducing Dynamic Routing Protocols and EIGRP for IPv4](#)
[ICND2 3.0: Configuring and Verifying EIGRP for IPv6 and OSPFv3](#)
[ICND2 3.0: Wide Area Networks using PPP, GRE, and eBGP](#)

Network Management and Security

Software Defined Networking Essentials

[Software Defined Networking Fundamentals](#)

Juniper Networks Junos Essentials

[Juniper Networks Junos Essentials: Networking Fundamentals](#)
[Juniper Networks Junos Essentials: Junos OS Fundamentals](#)
[Juniper Networks Junos Essentials: Configuration Basics](#)
[Juniper Networks Junos Essentials: Monitoring and Maintenance](#)
[Juniper Networks Junos Essentials: Routing Fundamentals](#)
[Juniper Networks Junos Essentials: Routing Policy & Firewall Filters](#)

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**MS Sys. Center 2012 R2: Operating a Private Cloud**

[Microsoft System Center 2012 R2 – Monitor and Operate: Monitoring Cloud Services](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Private Cloud Overview](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Deploying Cloud Services](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Service Management](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Problem Management](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Backup and Recovery](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: Compliance](#)
[Microsoft System Center 2012 R2 – Monitor and Operate: SLAs Widgets & Dashboards](#)

CompTIA Cloud+ CV0-001

[CompTIA Cloud+ CV0-001: Cloud Fundamentals](#)
[CompTIA Cloud+ CV0-001: Virtualization](#)
[CompTIA Cloud+ CV0-001: Data Center Infrastructure](#)
[CompTIA Cloud+ CV0-001: Cloud Management](#)
[CompTIA Cloud+ CV0-001: Cloud Security](#)
[CompTIA Cloud+ CV0-001: Managing Cloud Systems](#)

Microsoft System Center 2012 R2: Configuring and Deploying a Private Cloud

[Microsoft System Center 2012 R2 – Configure and Deploy: VMM Overview](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Extending & Maintaining](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Application Delivery](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Building Private Clouds](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Monitoring](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Service Management](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: DPM](#)
[Microsoft System Center 2012 R2 – Configure and Deploy: Automation](#)

Managing Citrix XenDesktop 7 Solutions

[Adminstrating XenDesktop 7.5 and Hypervisor Management](#)
[Managing XenDesktop 7.5 Desktops and Applications](#)
[Configuring Citrix XenDesktop 7.6 Components](#)
[Managing a Citrix XenDesktop 7.6 Environment](#)
[Monitoring a Citrix XenDesktop 7.6 Environment](#)
[Troubleshooting a Citrix XenDesktop 7.6 Environment](#)

OpenStack Fundamentals

[Implementing OpenStack](#)
[Configuring OpenStack](#)

Virtualizing Enterprise Desktops and Apps

[Virtualizing Enterprise Desktops and Apps: App-V Clients and App Sequencing](#)
[Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP](#)
[Virtualizing Enterprise Desktops and Apps: VM-based and Session-based RDS](#)
[Virtualizing Enterprise Desktops and Apps: RemoteApps](#)
[Virtualizing Enterprise Desktops and Apps: Plan for Resilient Virtualized Apps](#)

Certified Cloud Security Professional (CCSP)

[Cloud System Architecture – Concepts and Design](#)
[Cloud Data Security](#)
[Cloud System Security - Platform and Infrastructure](#)
[Cloud Application Security](#)
[Cloud Service – Operations Management](#)
[Cloud Service – Legal and Compliance](#)

Microsoft Hyper-V 2016 First Look

[Microsoft Hyper-V 2016: First Look](#)

Cloud Computing for the Business User

[Cloud Computing for the Business User: Concepts and Moving to the Cloud](#)

Architecting on Amazon Web Services

[Architecting on Amazon Web Services: IAM and Object Storage](#)
[Architecting on Amazon Web Services: Elastic Compute Cloud \(EC2\) Overview](#)

[Architecting on Amazon Web Services: Elastic Compute Cloud \(EC2\) Auto Scaling](#)

[Architecting on Amazon Web Services: Databases and Application Services](#)

[Architecting on Amazon Web Services: Networking and Best Practice](#)

Advanced Architecting on Amazon Web Services

[Advanced Architecting on Amazon Web Services: HA and Business Continuity](#)

[Advanced Architecting on Amazon Web Services: Costing](#)

[Advanced Architecting on Amazon Web Services: Deployment Management](#)

[Advanced Architecting on Amazon Web Services: Cloud Migration and Architecture](#)

[Advanced Architecting on Amazon Web Services: Data Storage Architecture](#)

[Advanced Architecting on Amazon Web Services: Security Architecture](#)

[Advanced Architecting on Amazon Web Services: Scalability and Elasticity](#)

Cloud Computing Technology Fundamentals

[Cloud Computing Fundamentals: Virtualization and Data Centers](#)

[Cloud Computing Fundamentals: Overview](#)

[Cloud Computing Fundamentals: Storing and Managing Cloud Data](#)

[Cloud Computing Fundamentals: Migrating to the Cloud](#)

[Cloud Computing Fundamentals: Identity, Presence, and Privacy](#)

[Cloud Computing Fundamentals: Cloud Security](#)

Microsoft SCCM 2012: Administering and Deploying

[Overview & Prerequisite Setup for System Center Configuration Manager 2012 R2](#)

[Basic SCCM Maintenance and Managing Operating System Deployment](#)

[Deploying Applications and Software Updates](#)

[Administering System Center Configuration Manager 2012 R2](#)

[SCCM 2012 R2 Performance and Health Monitoring](#)

[SCCM 2012 R2 Boundaries and Security Considerations](#)

[SCCM 2012 R2 Compliance Settings and Managing Clients](#)

[Managing Inventory and Reporting](#)

AWS Certified Developer - Associate

[Getting Started with Amazon Web Services](#)

Architecting Microsoft Azure Solutions

[Microsoft Azure – Architecting Solutions: Infrastructure and Networking](#)

[Microsoft Azure – Architecting Solutions: Securing Resources](#)

[Microsoft Azure – Architecting Solutions: Designing Storage and Data Access](#)

[Microsoft Azure – Architecting Solutions: Service Support for Azure Data](#)

[Microsoft Azure – Architecting Solutions: Designing Advanced Applications](#)

[Microsoft Azure – Architecting Solutions: Design Web Sites](#)

[Microsoft Azure – Architecting Solutions: Designing a Management Strategy](#)

[Microsoft Azure – Architecting Solutions: Designing a Continuity Strategy](#)

Mentoring Assets

Mentoring Assets

[Mentoring Certified Information Systems Security Professional \(CISSP\)](#)

[Mentoring Systems Security Certified Practitioner \(SSCP\)](#)

[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 312-50 Certified Ethical Hacker \(CEH\)](#)

[Mentoring SY0-401 CompTIA Security+](#)

[Mentoring 300-115 Implementing Cisco IP Switched Networks \(SWITCH\)](#)

[Mentoring 300-101 Implementing Cisco IP Routing \(ROUTE\)](#)

[Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks \(TSHOOT\)](#)

[Mentoring CV0-001 CompTIA Cloud+](#)

[Mentoring N10-006 CompTIA Network+](#)

[Mentoring CAS-002 CompTIA Advanced Security Practitioner](#)

[Mentoring SK0-004 CompTIA Server+](#)

[Mentoring 98-367 MTA Security Fundamentals](#)

[Mentoring MB0-001 CompTIA Mobility+](#)

[Mentoring 98-369 Cloud Fundamentals](#)

[Mentoring 100-105 Interconnecting Cisco Networking Devices Part 1 \(ICND1\)](#)

[Mentoring 200-105 Interconnecting Cisco Networking Devices Part 2 \(ICND2\)](#)

[Mentoring 200-125 Interconnecting Cisco Networking Devices \(CCNA\)](#)

Test Preps

Test Preps

[TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin \(ICOMM\)](#)

[TestPrep Certified Information Systems Security Professional \(CISSP\)](#)

[TestPrep Certified Information Security Manager \(CISM\)](#)

[TestPrep E10-001 Information Storage and Management](#)
[TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 \(ICND1\)](#)
[TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 \(ICND2\)](#)
[TestPrep 200-120 Cisco Certified Network Associate \(CCNA\)](#)
[TestPrep 312-50 Certified Ethical Hacker \(CEH\)](#)
[TestPrep SY0-401 CompTIA Security+](#)
[TestPrep 300-101 Implementing Cisco IP Routing \(ROUTE\)](#)
[TestPrep 300-115 Implementing Cisco IP Switched Networks \(SWITCH\)](#)
[TestPrep 300-206 Implementing Cisco Edge Network Security Solutions \(SENS\)](#)
[TestPrep CV0-001 CompTIA Cloud+](#)
[TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012](#)
[TestPrep N10-006 CompTIA Network+](#)
[TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012](#)
[TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks \(TSHOOT\)](#)
[TestPrep 300-208 Implementing Cisco Secure Access Solutions \(SISAS\)](#)
[TestPrep 300-207 Implementing Cisco Threat Control Solutions \(SITCS\)](#)
[TestPrep CAS-002 CompTIA Advanced Security Practitioner](#)
[TestPrep 300-209 Implementing Cisco Secure Mobility Solutions \(SIMOS\)](#)
[TestPrep 640-916 Introducing Cisco Data Center Technologies \(DCICT\)](#)
[TestPrep 640-911 Introducing Cisco Data Center Networking \(DCICN\)](#)
[TestPrep MB0-001 CompTIA Mobility+](#)
[TestPrep Certified Information Systems Security Professional \(CISSP\)](#)
[TestPrep 98-367 Microsoft Security Fundamentals](#)
[TestPrep Systems Security Certified Practitioner \(SSCP\)](#)
[TestPrep 98-369 Cloud Fundamentals](#)
[TestPrep 70-694 Virtualizing Enterprise Desktops and Apps](#)
[TestPrep 210-060 Implementing Cisco Collaboration Devices \(CICD\)](#)
[TestPrep 210-065 Implementing Cisco Video Network Devices \(VICD\)](#)
[TestPrep 210-260 Implementing Cisco Network Security \(IINS\)](#)
[TestPrep 200-355 Implementing Cisco Wireless Network Fundamentals \(WIFUND\)](#)
[TestPrep 300-075 Implementing Cisco IP Telephony & Video, Part 2 \(CIPTV2\)](#)
[TestPrep 300-070 Implementing Cisco IP Telephony & Video, Part 1 \(CIPTV1\)](#)
[TestPrep 210-451 Understanding Cisco Cloud Fundamentals \(CLDFND\)](#)
[TestPrep 200-310 Designing for Cisco Internetwork Solutions \(DESGN\)](#)
[TestPrep JN0-102 JNCIA-Junos](#)
[TestPrep 70-243 Administering and Deploying System Center 2012 Configuration Manager](#)
[TestPrep 640-875 Building Cisco Service Provider, Part 1 \(SPNGN1\)](#)
[TestPrep Systems Security Certified Practitioner \(SSCP\)](#)
[TestPrep Certified Information Systems Auditor \(CISA\)](#)
[TestPrep N10-005 Network+](#)

ENTERPRISE DATABASE SYSTEMS

Oracle 12c

Oracle Database 12c: New Features for Administrators

[Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB](#)
[Oracle Database 12c: Managing CDB and PDB, and Data Optimization](#)
[Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving](#)
[Oracle Database 12c: Managing Security](#)
[Oracle Database 12c: High Availability and Database Management](#)
[Oracle Database 12c: Tuning SQL and Using ADDM](#)
[Oracle Database 12c: Resource Manager, Online Operations, and ADR](#)
[Oracle Database 12c: Transporting Databases and Managing Data](#)

Oracle Database 12c: Install and Upgrade

[Oracle Database 12c – Install and Upgrade: Database Architecture](#)
[Oracle Database 12c – Install and Upgrade: Installation](#)
[Oracle Database 12c – Install and Upgrade: Upgrading](#)

Oracle Database 12c: Administration

[Oracle Database 12c - Administration: Database Architecture and Management Tools](#)
[Oracle Database 12c – Administration: Manage the Database Instance](#)
[Oracle Database 12c – Administration: The Network Environment and User Security](#)
[Oracle Database 12c – Administration: Storage structures and Undo Data](#)
[Oracle Database 12c – Administration: Data Concurrency and Auditing](#)
[Oracle Database 12c – Administration: Backup, Recover, and Move Data](#)
[Oracle Database 12c – Administration: Maintenance and Performance Tuning](#)
[Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support](#)

Oracle Database 12c: Backup and Recovery

[Oracle Database 12c - Backup and Recovery: Configuring for Recoverability](#)
[Oracle Database 12c - Backup and Recovery: Performing and Managing Backups](#)
[Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts](#)
[Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup](#)
[Oracle Database 12c - Backup and Recovery: Using Flashback Technologies](#)
[Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR](#)
[Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN](#)

Oracle Database 12c Revisions

[Managing an Oracle Database 12c Instance](#)
[Connectivity and Space Management in Oracle Database 12c](#)
[User Security and Auditing in Oracle Database 12c](#)
[Backing Up, Recovering, Importing, and Exporting Data in Oracle Database 12c](#)
[Database Maintenance and Performance Tuning in Oracle Database 12c](#)
[SQL Tuning, Resource Management, and Job Scheduling in Oracle Database 12c](#)

Oracle Database 12c: Introduction to SQL

[Oracle Database 12c - Introduction to SQL: Relational Database and SQL Developer](#)
[Oracle Database 12c - Introduction to SQL: SQL*Plus and SELECT Statement](#)
[Oracle Database 12c - Introduction to SQL: Restrict, Sort, and Customize Output](#)
[Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data](#)
[Oracle Database 12c - Introduction to SQL: Working with Joins and Subqueries](#)
[Oracle Database 12c - Introduction to SQL: Data Manipulation Language](#)
[Oracle Database 12c - Introduction to SQL: Working with SET Operators and DDL](#)

Oracle Database 12c: Performance Tuning

[Oracle 12c Performance Tuning: Introduction](#)
[Oracle 12c Performance Tuning: Automatic Workload Repository](#)
[Oracle 12c Performance Tuning: Metrics and Monitoring](#)
[Oracle 12c Performance Tuning: Application Monitoring and SQL Diagnostics](#)
[Oracle 12c Performance Tuning: Tuning Problem SQL Statements](#)
[Oracle 12c Performance Tuning: Measuring and Maintaining SQL Performance](#)
[Oracle 12c Performance Tuning: Performance Tuning Summary](#)
[Oracle 12c Performance Tuning: Tuning Instance Memory](#)

Oracle Database 12c: RAC Administration

[Oracle Database 12c RAC Administration: Introduction to Oracle RAC](#)
[Oracle Database 12c RAC Administration: Installing, Configuring, and Patching](#)
[Oracle Database 12c RAC Administration: Day-to-Day Administration](#)
[Oracle Database 12c RAC Administration: Backup and Recovery](#)
[Oracle Database 12c RAC Administration: Global Resource Management](#)
[Oracle Database 12c RAC Administration: Monitoring and Tuning](#)
[Oracle Database 12c RAC Administration: Client Connections and QoS](#)
[Oracle Database 12c RAC Administration: Services and Multitenant Architecture](#)

Oracle 11g

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: Admins Workshop I Release 2

[Oracle Database 11g Release 2: Database Architecture and Installation](#)
[Oracle Database 11g Release 2: Database Creation and Instance Management](#)
[Oracle Database 11g Release 2: The ASM Instance and Network Connectivity](#)
[Oracle Database 11g Release 2: Storage Structures and User Security](#)
[Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing](#)
[Oracle Database 11g Release 2: Managing Database Maintenance and Performance](#)
[Oracle Database 11g Release 2: Backup and Recovery](#)
[Oracle Database 11g Release 2: Moving Data and Oracle Support](#)

Oracle Database 11g: Admins Workshop II Release 2

[Oracle Database 11g Release 2: Database Architecture and Recovery Operations](#)
[Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups](#)
[Oracle Database 11g Release 2: Performing Restore and Recovery Tasks](#)
[Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN](#)
[Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies](#)
[Oracle Database 11g Release 2: Managing Database Memory and Performance](#)
[Oracle Database 11g Release 2: Managing Database Resources and the Scheduler](#)
[Oracle Database 11g Release 2: Managing Database Space and Duplication](#)

Oracle SOA Suite 11g

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

Microsoft SQL Server 2016

Microsoft SQL Server 2016 First Look

[Microsoft SQL Server 2016 First Look: Preview](#)

Microsoft SQL Server 2014

MS SQL Server 2014: Designing Database Solutions

[Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure](#)
[Microsoft SQL Server 2014 - Designing Solutions: Private Clouds](#)
[Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database](#)
[Microsoft SQL Server 2014 - Designing Solutions: High Availability](#)
[Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn](#)
[Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery](#)

MS SQL Server 2014: Business Intelligence Solution

[Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: Data Models](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance](#)
[Microsoft SQL Server 2014 - Designing BI Solutions: Availability and Recovery](#)

MS SQL Server 2014: Data Models and Reports

[Microsoft SQL Server 2014: Design and Install Analysis Services and Tools](#)

[Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources](#)
[Microsoft SQL Server: Implement and Configure Cubes](#)
[Microsoft SQL Server 2014: Design and Implement Dimensions](#)
[Microsoft SQL Server: Implement Partitions and Custom Logic](#)
[Microsoft SQL Server 2014: MDX Queries, Process Models, and Deploy Databases](#)
[Microsoft SQL Server 2014: Manage, Maintain, and Troubleshoot SSAS](#)
[Microsoft SQL Server 2014: Create and Manage Tabular Data Models](#)
[Microsoft SQL Server 2014: Design Reports and Create Data Sources and Datasets](#)
[Microsoft SQL Server 2014: Report Formatting and Interactivity](#)
[Microsoft SQL Server 2014: Manage Reporting Services](#)
[Microsoft SQL Server 2014: Process Report and Create Subscriptions and Schedules](#)

Systems and Database Design

Generic Database Fundamentals

[Generic Database Fundamentals: Architecture and Normalization Concepts](#)
[Generic Database Fundamentals: Relation Algebra, SQL, and Concurrency Concepts](#)

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: Developing Databases

[Microsoft SQL Server 2012 – Developing Databases: Implementing Tables and Views](#)
[Microsoft SQL Server 2012 – Developing Databases: Implementing Indexes](#)
[Microsoft SQL Server 2012 – Developing Databases: Stored Procedures](#)
[Microsoft SQL Server 2012 – Developing Databases: CLR Integration](#)
[Microsoft SQL Server 2012 – Developing Databases: Working with Data](#)
[Microsoft SQL Server 2012 – Developing Databases: Working with XML Data](#)
[Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries](#)
[Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting](#)
[Microsoft SQL Server 2014 - Developing Databases: New Features](#)

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](#)

SQL

Introduction to SQL

[Introduction to SQL](#)
[Introduction to SQL: Managing Table Design](#)
[Introduction to SQL: Multiple Tables and Advanced Queries](#)
[Introduction to SQL: Views, Transactions, and SQL Security Architecture](#)

MySQL

MySQL Essentials

[MySQL: Database Concepts, Design, and Installation](#)
[MySQL: Using the Data Manipulation and Definition Statements](#)
[MySQL: Querying Data Using the SELECT Statement](#)
[MySQL: Storage Engines, Advanced Indexing, and Maintenance](#)
[MySQL: General Syntax, Advanced Queries, and Stored Programs](#)

[MySQL: Advanced Routines, Optimization, and DCL](#)

[MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery](#)

[MySQL: Performance Monitoring, Database Health and Integrity, and Security](#)

Big Data

Big Data Fundamentals

[The Big Data Technology Wave](#)

[Big Data Opportunities and Challenges](#)

Apache Spark Fundamentals

[Programming and Deploying Apache Spark Applications](#)

Apache Hadoop and MapReduce Essentials

[MapReduce Essentials](#)

[Apache Hadoop](#)

Hadoop Ecosystem

[Ecosystem for Hadoop](#)

[Installation of Hadoop](#)

[Data Repository with HDFS and HBase](#)

[Data Repository with Flume](#)

[Data Repository with Sqoop](#)

[Data Refinery with YARN and MapReduce](#)

[Data Factory with Hive](#)

[Data Factory with Pig](#)

[Data Factory with Oozie and Hue](#)

[Data Flow for the Hadoop Ecosystem](#)

Hadoop Operations

[Designing Hadoop Clusters](#)

[Hadoop in the Cloud](#)

[Deploying Hadoop Clusters](#)

[Hadoop Cluster Availability](#)

[Securing Hadoop Clusters](#)

[Operating Hadoop Clusters](#)

[Stabilizing Hadoop Clusters](#)

[Capacity Management for Hadoop Clusters](#)

[Cloudera Manager and Hadoop Clusters](#)

[Performance Tuning of Hadoop Clusters](#)

Big Data – The Corporate Leadership Perspective

[Big Data Corporate Leadership Perspective](#)

Big Data – The Engineering Perspective

[Big Data Engineering Perspectives](#)

Big Data – The Legal Perspective

[Big Data - The Legal Perspective](#)

Big Data - The Marketing Perspective

[Big Data Marketing Perspective](#)

Big Data – The Strategic Planning Perspective

[Big Data Strategic Planning](#)

Big Data – The Sales Perspective

[Big Data Sales Perspective](#)

Apache Spark Advanced Topics

[Spark Core](#)

[Spark Streaming](#)

[MLlib, GraphX, and R](#)

Apache Kafka

[Apache Kafka Operations](#)

[Apache Kafka Development](#)

Business Intelligence

Data Warehousing and Business Intelligence

[Microsoft SQL Server Data Warehousing and Business Intelligence Overview](#)

Business Intelligence with QlikView

[Business Intelligence with QlikView](#)

Data Science

Data Science Fundamentals in R

[Fundamental Methods for Data Science in R](#)

[Machine Learning Examples for Data Science in R](#)

No SQL

MongoDB

[MongoDB: Indexing, Replication, and Security](#)

[MongoDB: Concepts, Installation, and Querying](#)

NoSQL

[In Depth with NoSQL](#)

[Programming with NoSQL](#)

[NoSQL Concepts and Background](#)

[NoSQL Models and Applications](#)

RavenDB Fundamentals

[RavenDB Overview](#)

[RavenDB Integration](#)

Apache Cassandra

[An Overview of Apache Cassandra](#)

Apache HBase Fundamentals

[Apache HBase Fundamentals: Installation, Architecture, and Data Modeling](#)

[Apache HBase Fundamentals: Access Data through the Shell and Client API](#)

[Apache HBase Fundamentals: Advanced API, Administration, and MapReduce](#)

Data Visualization

Data Visualization with Tableau

[Tableau Charts, Maps, and Dashboards](#)

[Tableau Visualization](#)

Data Visualization Essentials

[Data Visualization: Essentials](#)

Database Fundamentals

Database Fundamentals

[SQL Server Database Fundamentals: Design Principles and Data Manipulation](#)

[SQL Server Database Fundamentals: Creating, Optimizing, and Securing Databases](#)

Operational Intelligence

Operational Intelligence Fundamentals with Splunk

[Using Your Data with Splunk](#)

[Splunk Administration](#)

[Splunk Visualizations and Dashboards](#)

[Indexers, Clusters, and Advanced Search](#)

[Splunk Fundamentals](#)

Mentoring Assets

Mentoring Assets

[Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases](#)

[Mentoring 98-364 Database Fundamentals](#)

Test Preps

Test Preps

[TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators](#)

[TestPrep 1Z0-052 Oracle Database 11g: Administration I](#)

[TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance](#)

[TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development](#)

[TestPrep 1Z0-053 Oracle Database 11g: Administration II](#)

[TestPrep 70-462 Administering Microsoft SQL Server 2012/2014 Databases](#)

[TestPrep 70-461 Querying Microsoft SQL Server 2012/2014](#)

[TestPrep 70-463 Implementing a Data Warehouse with SQL Server 2012/2014](#)

[TestPrep 70-464 Developing Microsoft SQL Server Databases](#)

[TestPrep 1Z0-060 Upgrade to Oracle Database 12c](#)

[TestPrep 70-413 Designing and Implementing a Server Infrastructure](#)

[TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration](#)

[TestPrep 1Z0-047 Oracle Database SQL Expert](#)

[TestPrep 1Z0-061 Oracle Database 12c: SQL Fundamentals](#)

ENTERPRISE RESOURCE PLANNING SYSTEMS

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](#)

Microsoft Dynamics

Microsoft Dynamics CRM 2013: Applications

[Application Skills in Microsoft Dynamics CRM 2013](#)
[Sales Automation in Microsoft Dynamics CRM 2013](#)
[Marketing Automation in Microsoft Dynamics CRM 2013](#)
[Customer Service Automation in Microsoft Dynamics CRM 2013](#)

Microsoft Dynamics CRM 2013: Cust. and Conf.

[Microsoft Dynamics CRM 2013 - Customization and Configuration: Introduction](#)
[Microsoft Dynamics CRM 2013 - Customization and Configuration: Entities](#)
[Microsoft Dynamics CRM 2013 - Customization and Configuration: Relationships](#)

Business Intelligence with MS Dynamics CRM 2013

[Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes](#)

TOGAF

TOGAF 9.1 Fundamentals

[TOGAF Fundamentals - Enterprise Architecture Basics](#)
[TOGAF Fundamentals - Content Framework and Capability Basics](#)

Salesforce

Creating Employee Apps with Force.com

[Creating Apps](#)
[Reporting and User Management](#)

Developing Applications in Force.com

[Intermediate Programming in Force.com](#)
[Basic Programming in Force.com](#)

Web Design Solution Area

Adobe

Adobe AIR 3

[Adobe Air 3 for Flash CS5.5 Developers](#)

Adobe InDesign CS5

[Adobe InDesign CS5: Fundamentals](#)

Adobe Reader X

[Adobe Reader X](#)

Adobe ColdFusion 10

[Adobe ColdFusion 10 Fundamentals](#)

Using Adobe Typekit

[Getting Started with Typekit](#)
[Using Typekit Fonts on Web Sites](#)

Adobe Edge Animate CC

[Adobe Edge Animate CC: Exploring the Interface](#)

Adobe Captivate 8 Fundamentals

[Adobe Captivate 8: Media and Interactivity](#)
[Adobe Captivate 8: Getting Started](#)

Adobe Dreamweaver CC 2015

[Adobe Dreamweaver CC 2015 Fundamentals](#)
[Basic Coding with Adobe Dreamweaver CC 2015](#)
[The Adobe Dreamweaver CC 2015 Interface](#)
[Adobe Dreamweaver CC 2015 Browsers and HTML](#)
[Adobe Dreamweaver CC 2015 Web Design](#)

Adobe Flash Professional CC 2015

[Adobe Flash Professional CC 2015 Fundamentals](#)
[Drawing with Adobe Flash Professional CC 2015](#)
[Adobe Flash Professional CC 2015 Tools](#)
[Adobe Flash Professional CC 2015 Animations](#)
[Adobe Flash Professional CC 2015 Programming](#)

Adobe Illustrator CC 2015

[Adobe Illustrator CC 2015 Introduction and New Features](#)
[Adobe Illustrator CC 2015 Fundamentals](#)
[Drawing in Adobe Illustrator CC 2015](#)
[Working with Text in Adobe Illustrator CC 2015](#)
[Adobe Illustrator CC 2015 Tools](#)
[Adobe Illustrator CC 2015 Working with the Pen Tools and Objects](#)
[Adobe Illustrator CC 2015 Gradients and Bitmap Images](#)
[Adobe Illustrator CC 2015 Advanced Tools and Effects](#)

Adobe InDesign CC 2015

[Adobe InDesign CC 2015 Fundamentals](#)
[Adobe InDesign CC 2015 Basic Navigation and Tools](#)
[Working with Images and Exporting Files in Adobe InDesign CC 2015](#)
[Working with Objects and Editing Tools in Adobe InDesign CC 2015](#)
[Working with Text in Adobe InDesign CC 2015](#)
[Working with Pages in Adobe InDesign CC 2015](#)

Adobe Premiere Elements 13

[Adobe Premiere Elements 13 Essentials](#)

Adobe Premiere Pro CC 2015

[Adobe Premiere Pro CC 2015 Fundamentals](#)
[Adobe Premiere Pro CC 2015 Panels and Effects](#)
[Adobe Premiere Pro CC 2015 Movies and Application Extensibility](#)

Scripting and Web Languages**JavaScript - JsRender**

[JsRender Fundamentals](#)
[Advanced JsRender Features](#)

JavaScript Single Page Apps

[JavaScript SPA: Getting Started with SPA in Visual Studio 2013](#)
[JavaScript SPA: SPA Views and Routes](#)
[JavaScript SPA: Durandal Modules and Lifecycle events](#)
[JavaScript SPA: Adding Views and Handling View Navigation in Durandal](#)
[JavaScript SPA: Connecting to and Managing Data](#)
[JavaScript SPA: Working with Rich Application Data](#)
[JavaScript SPA: Managing Application Data](#)
[JavaScript SPA: Working With Validation](#)

Building Apps with jQuery Mobile

[jQuery Mobile – Forms, Lists, Sets and Tables](#)
[Optimizing jQuery Mobile Apps](#)
[Integrating jQuery Mobile with PhoneGap](#)
[jQuery Mobile – App Basics, UI Controls and Navigation](#)

Developing with Kendo UI

[Kendo UI: Installation and Overview](#)
[Kendo UI: HTML Helpers for ASP.NET MVC](#)
[Kendo UI: Mobile API](#)

JavaScript - Ember.js

[JavaScript - Ember.js Fundamentals](#)

JavaScript - Knockout

[Advanced Knockout Techniques](#)
[Configuring Forms with Knockout](#)
[Knockout Fundamentals](#)
[Working with Knockout](#)

CSS3, Sass and Less

[Navigation Elements and Animations with CSS3](#)
[Forms, Positioning, and Layout with CSS3](#)
[Creating Styles with CSS3 and Styling Text](#)
[Styling Page Elements using CSS3](#)
[Extending CSS3 with Sass and Less](#)
[Advanced Options, Responsive Web Design, and Management with CSS3](#)

JavaScript Essentials

[JavaScript Essentials: Getting Started](#)
[JavaScript Essentials: Working with Page Elements](#)
[JavaScript Essentials: Language Features](#)
[JavaScript Essentials: JavaScript In Depth](#)
[JavaScript Essentials: Dynamic JavaScript Code](#)
[JavaScript Essentials: Dynamic Content and HTML5](#)

[JavaScript Essentials: Basic Browser Interaction](#)
[JavaScript Essentials: Input and the Mouse](#)
[JavaScript Essentials: Date and Math Functions](#)
[JavaScript Essentials: Working with Strings](#)

Angular JS

[Working with Directives in AngularJS](#)
[Getting Started with AngularJS](#)
[Services in AngularJS](#)
[Testing in AngularJS](#)
[AngularJS Controllers and Directives](#)

Introduction to Bootstrap

[Bootstrap Elements](#)
[Bootstrap Introduction](#)

jQuery

[jQuery: Basic Setup and Features](#)
[jQuery: Using Essential Features and Functions](#)
[jQuery: Advanced Features and Functions](#)

JavaScript Sencha

[JavaScript Sencha: Ext JS](#)
[JavaScript Sencha: Sencha Touch](#)

TypeScript Essentials

[TypeScript Essentials: Advanced TypeScript](#)
[TypeScript Essentials: Getting Started](#)

Underscore.js

[Underscore.js: Array, Object, and Utility Functions](#)
[Underscore.js: Collection Functions and Function Functions](#)

Javascript: Backbone.js

[Getting Started with Backbone.js](#)
[Complex Application Development with Backbone.js](#)

Building Web Applications with Node.js

[Node.js Fundamentals](#)
[Node.js: Files, Data Stores, Networked, and WebSocket Applications](#)
[Node.js: Express Applications and the MEAN Stack](#)
[Optimizing and Securing Node.js Applications](#)
[Node.js: Debugging, Testing, Deploying, and Maintaining Node Applications](#)

Application Development with Node.js and the .NET Framework

[Working with Node.js and .NET](#)
[Edge.js, Node.js, and ASP.NET MVC](#)
[Azure, Node.js, and SQL Server](#)

Advanced AngularJS

[AngularUI Utilities and Modules](#)
[AngularJS Security Considerations](#)
[AngularJS and TypeScript](#)
[AngularUI Companion Frameworks](#)
[Working with Data in AngularJS](#)

AngularJS and ASP.NET 5 MVC 6

[AngularJS and ASP.NET 5 MVC 6: Data Persistence, Validation, and Security](#)
[AngularJS and ASP.NET 5 MVC 6: Creating an SPA](#)

AngularJS Fundamentals

[Controllers and Directives](#)
[Services and Routing](#)
[Testing AngularJS](#)
[Animation and Internationalization](#)
[Beginning AngularJS](#)
[Introduction to Directives](#)

Building Apps with MEAN Stack

[Developing and Deploying Web Applications with MEAN.js](#)
[Securing, Testing, and Deploying MEAN Applications](#)

Automating Web Development Tasks with Gulp.js

[Introducing Gulp.js to Web Development](#)
[Web Building and Testing with Gulp.js](#)

Web Development

HTML5

[Introduction to HTML5](#)
[HTML5 Layout](#)

[HTML5 and CSS3](#)
[HTML5 Layout with CSS3](#)
[HTML5 Forms](#)
[HTML5 APIs and Media](#)
[HTML5 and Advanced CSS3](#)
[HTML5 and JavaScript](#)
[HTML5 Graphics and Canvas](#)
[Advanced HTML5](#)
[Advanced Features of JavaScript, CSS3 and HTML5](#)

JSON Fundamentals

[JSON Essentials](#)

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 Services

Apache Web Services

[Fundamentals of Apache Web Services](#)
[Apache Web Services Advanced](#)

REST API

[REST API: Exploring the Basic Features](#)
[REST API: Exploring the Advanced Features](#)

Web Design

Responsive Web Design

[Responsive Web Design: Flexible Grids, Images, and Media Queries](#)
[Responsive Web Design: Flexible Data and UIs, Devices, Process and Performance](#)

Web Design Essentials

[Web Design Basics](#)
[Web Design Enhancements](#)

Using Justinmind

[Introduction to Justinmind](#)
[The Justinmind Desktop Application Interface](#)
[Creating and Simulating a Working Prototype](#)

Web Application Frameworks

Creating Web Applications with Sinatra

[Sinatra Fundamentals](#)
[Working with Sinatra](#)

Building Dynamic Web Sites with LAMP Stack

[Creating a LAMP Stack](#)
[Building Dynamic Web Sites with MySQL and PHP](#)

Content Management Systems

Drupal 8

[Drupal 8 First Look](#)

WordPress

[WordPress Introduction and Basic Configuration](#)
[WordPress Networking and Security](#)
[WordPress Advanced Themes and Administration](#)

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT Business

IT Infrastructure Library Foundation Syllabus

[ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle](#)
[ITIL® 2011 Edition Foundation: Service Strategy Fundamentals](#)
[ITIL® 2011 Edition Foundation: Service Strategy Processes](#)
[ITIL® 2011 Edition Foundation: Service Design Fundamentals](#)
[ITIL® 2011 Edition Foundation: Service Design Processes](#)
[ITIL® 2011 Edition Foundation: Service Transition Processes and Policies](#)
[ITIL® 2011 Edition Foundation: Introduction to Service Operation](#)
[ITIL® 2011 Edition Foundation: Service Operation Processes](#)
[ITIL® 2011 Edition Foundation: Continual Service Improvement](#)

Intermediate Level: Op. Support & Analysis (OSA)

[ITIL® 2011 Edition OSA: Introduction to Incident Management](#)
[ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis](#)
[ITIL® 2011 Edition OSA: Introduction to Event Management](#)

[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 OSA: Introduction to Problem Management](#)
[ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges](#)
[ITIL® 2011 Edition OSA: Introduction to Access Management](#)
[ITIL® 2011 Edition OSA: Introduction to the Service Desk](#)
[ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing](#)
[ITIL® 2011 Edition OSA: Introduction to Functions](#)
[ITIL® 2011 Edition OSA: Function Activities](#)

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](#)
[Final Exam: IT Strategy Essentials](#)

IT Security for End Users

[IT Security for End Users: IT Security Fundamentals](#)
[IT Security for End Users: Using Corporate Devices Securely](#)
[IT Security for End Users: Secure Corporate Communications and Networking](#)

Test Preps

Test Preps

[TestPrep ITIL Foundation](#)

Mentoring

Mentoring

[Mentoring ITIL Foundation](#)

Desktop Videos

Adobe**Adobe Reader X**[Adobe Reader X](#)**Adobe AIR 3**[Adobe Air 3 for Flash CS5.5 Developers](#)**Adobe InDesign CS5**[Adobe InDesign CS5: Fundamentals](#)**Adobe Acrobat Pro X1**[Adobe Acrobat Pro XI Fundamentals](#)**Adobe Captivate 7**[Adobe Captivate 7 Fundamentals](#)[Adobe Captivate 7 Editing Project Files](#)**Adobe Dreamweaver CC**[Adobe Dreamweaver CC - Essentials](#)**Adobe Flash Professional CC**[Adobe Flash Professional CC - Working with ActionScript](#)[Adobe Flash Professional CC - Additional Tools and Features](#)[Adobe Flash Professional CC - Introduction and Basic Tools](#)**Adobe CC Overview New Features**[Adobe CC Overview of New Features](#)**Adobe ColdFusion 10**[Adobe ColdFusion 10 Fundamentals](#)**Adobe Captivate 8 Fundamentals**[Adobe Captivate 8: Media and Interactivity](#)[Adobe Captivate 8: Getting Started](#)**Adobe Acrobat DC**[Adobe Acrobat DC Fundamentals](#)[Working with Adobe Acrobat DC](#)**Adobe Dreamweaver CC 2015**[Adobe Dreamweaver CC 2015 Fundamentals](#)[Basic Coding with Adobe Dreamweaver CC 2015](#)[The Adobe Dreamweaver CC 2015 Interface](#)[Adobe Dreamweaver CC 2015 Browsers and HTML](#)[Adobe Dreamweaver CC 2015 Web Design](#)**Adobe Flash Professional CC 2015**[Adobe Flash Professional CC 2015 Fundamentals](#)[Drawing with Adobe Flash Professional CC 2015](#)[Adobe Flash Professional CC 2015 Tools](#)[Adobe Flash Professional CC 2015 Animations](#)[Adobe Flash Professional CC 2015 Programming](#)**Adobe Illustrator CC 2015**[Adobe Illustrator CC 2015 Introduction and New Features](#)[Adobe Illustrator CC 2015 Fundamentals](#)[Drawing in Adobe Illustrator CC 2015](#)[Working with Text in Adobe Illustrator CC 2015](#)[Adobe Illustrator CC 2015 Tools](#)[Adobe Illustrator CC 2015 Working with the Pen Tools and Objects](#)[Adobe Illustrator CC 2015 Gradients and Bitmap Images](#)[Adobe Illustrator CC 2015 Advanced Tools and Effects](#)**Adobe InDesign CC 2015**[Adobe InDesign CC 2015 Fundamentals](#)[Adobe InDesign CC 2015 Basic Navigation and Tools](#)[Working with Images and Exporting Files in Adobe InDesign CC 2015](#)

[Working with Objects and Editing Tools in Adobe InDesign CC 2015](#)

[Working with Text in Adobe InDesign CC 2015](#)

[Working with Pages in Adobe InDesign CC 2015](#)

Adobe Photoshop CC 2015

[Adobe Photoshop CC 2015: File Types and Color Editing](#)

[Adobe Photoshop CC 2015 Basics](#)

[Adobe Photoshop CC 2015 Enhancement Tools and Techniques](#)

[Adobe Photoshop CC 2015 Cloning and Editing](#)

[Adobe Photoshop CC 2015 Paths and Techniques](#)

[Adobe Photoshop CC 2015: Selection Tools and Techniques](#)

[Adobe Photoshop CC 2015: Layers and Type](#)

Adobe Premiere Elements 13

[Adobe Premiere Elements 13 Essentials](#)

Adobe Premiere Pro CC 2015

[Adobe Premiere Pro CC 2015 Fundamentals](#)

[Adobe Premiere Pro CC 2015 Panels and Effects](#)

[Adobe Premiere Pro CC 2015 Movies and Application Extensibility](#)

Adobe Edge Animate CC

[Adobe Edge Animate CC: Exploring the Interface](#)

Apple Mac OS X

Mac OS X Lion for End Users

[Getting Started with Mac OS X Lion for End Users](#)

[Getting Organized with Mac OS X Lion](#)

[Using Mac OS X Lion to Interact with the World](#)

[Under the Hood with Mac OS X Lion](#)

Getting Started with Mac OS X Yosemite

[Working with Mac OS X Yosemite](#)

[Introducing Mac OS X Yosemite](#)

Mac OS X Yosemite Essentials

[Installing Mac OS X Yosemite](#)

[Managing and Configuring Mac OS X Yosemite](#)

[Enhancing the User Experience in Mac OS X Yosemite Applications](#)

[Collaborating and Communicating Using Mac OS X Yosemite](#)

Mac OS X El Capitan: First Look for End Users

[Mac OS X El Capitan First Look](#)

Apple Safari X

Apple Safari for End Users

[Getting Started with Safari](#)

[Up and Running with Safari 5.1](#)

[Sharing Content and Browsing the Web Privately and Securely using Safari](#)

Best Practices for Desktop Users

IT Security for End Users

[IT Security for End Users: IT Security Fundamentals](#)

[IT Security for End Users: Using Corporate Devices Securely](#)

[IT Security for End Users: Secure Corporate Communications and Networking](#)

Microsoft Office 2016

Office 2016 First Look

[Microsoft Office 2016: First Look Modern Productivity](#)

[Microsoft Office 2016: First Look Functionality and Collaboration](#)

Microsoft Office 2016: Beginning PowerPoint

[Introduction to the PowerPoint 2016 Interface and Basic Tasks](#)

[Modifying and Formatting Slides in PowerPoint 2016](#)

[Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016](#)

[Working with Graphic, Audio, and Video Content in PowerPoint 2016](#)

[Constructing and Modifying Tables and Charts in PowerPoint 2016](#)

Microsoft Office 2016: Beginning Word

[Working with the Interface and Performing Basic Tasks in Word 2016](#)

[Formatting Text in Word 2016](#)

[Customizing Options and Using Document Views in Word 2016](#)

[Creating and Formatting Tables in Word 2016](#)

[Headers, Footers, Page Numbering, and Layout in Word 2016](#)

[Using the Navigation Pane and Creating Lists in Word 2016](#)

Microsoft Office 2016: Intermediate PowerPoint

[Using Slide Show Presentation Tools in PowerPoint 2016](#)

[Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016](#)

[Using Hyperlinks, Actions, and Comments in PowerPoint 2016](#)

[Exporting Presentations and Compressing Media in PowerPoint 2016](#)

[Customizing Proofing and Default Options in PowerPoint 2016](#)

[Sharing and Protecting Presentations in PowerPoint 2016](#)

Microsoft Office 2016: Intermediate Word

[Designing and Formatting Illustrations in Word 2016](#)

[Using Illustrations, Styles, and Themes in Word 2016](#)

[Advanced Table Customization in Word 2016](#)

[Maintaining, Protecting, and Reviewing Documents in Word 2016](#)

[References, Proofing, Mail Merges, and Forms in Word 2016](#)

[Sharing and Collaborating on Documents in Word 2016](#)

Microsoft Office 2016: Beginning Excel

[Creating, Editing, and Saving Excel 2016 Workbooks](#)

[Formatting Excel 2016 Data](#)

[Data Presentation Strategies Using Excel 2016](#)

[Formulas and Functions in Excel 2016](#)

[Excel 2016 Charts, Tables, and Images](#)

Microsoft Office 2016: Intermediate Excel

[Customizing Views, Styles, and Templates in Excel 2016](#)

[Working with Excel 2016 Data](#)

[Creating Custom Visual Effects in Excel 2016](#)

[Macros and Advanced Queries in Excel 2016](#)

[Excel 2016 PivotTables and Advanced Charts](#)

[Share, Review, and Collaborate in Excel 2016](#)

Microsoft Office 2016: Beginning Outlook

[Getting to Know Outlook 2016](#)

[Managing Conversations and E-mail in Outlook 2016](#)

[Managing Attachments, and Inserting Items and Signatures in Outlook 2016](#)

[Organizing Contacts in Outlook 2016](#)

[Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016](#)

[Configuring and Managing Meetings and Notes in Outlook 2016](#)

Microsoft Office 2016: Intermediate Outlook

[Managing Contacts, Tasks, and the Calendar in Outlook 2016](#)

[Formatting E-mail in Outlook 2016](#)

[Configuring Message Options in Outlook 2016](#)

[Customizing and Managing Outlook 2016](#)

[Managing Automation, Storage, and Tidying Up in Outlook 2016](#)

[Viewing and Configuring Outlook 2016 Backstage Options](#)

Microsoft Office 2016: Beginning Access

[Introduction to the Access 2016 Interface, Database Management, and Tables](#)

[Creating Relationships, Queries, Forms and Reports in Access 2016](#)

Microsoft Office 2016: Beginning OneNote

[Getting to Know Microsoft OneNote 2016](#)

[Working with Microsoft OneNote 2016](#)

Microsoft Office 2016: Beginning Project

[Getting Started with Project 2016](#)

[Working with Tasks, Relationships, Constraints, and Milestones in Project 2016](#)

[Managing Resources and Views in Project 2016](#)

[Tracking, Managing, and Sharing Projects in Project 2016](#)

Microsoft Office 2016: Beginning Visio

[Creating and Managing Diagrams In Visio 2016](#)

[Designing and Enhancing Diagrams in Visio 2016](#)

[Collaborating, Evaluating, and Saving Diagrams in Visio 2016](#)

[Getting Started with Visio 2016](#)

Microsoft Office 2016: SharePoint for End Users

[Managing Libraries and Lists in SharePoint 2016](#)

[Navigating, Customizing, Lists and Libraries in SharePoint 2016](#)

[Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016](#)

[Social Networking and Collaboration in SharePoint 2016](#)

[Tags, Notes, Community Sites, and Search in SharePoint 2016](#)

[Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016](#)

Microsoft Office 2016: New Features

[New and Improved Features in Office 2016](#)

[New and Enhanced Features in Office 2016 Products](#)

Microsoft Office 2016: PowerPoint Best Practices

[Designing Effective PowerPoint Presentations](#)

[Using Slide Masters and Slide Elements to Optimize Impact](#)

Microsoft Office 2013

Microsoft Office 2013: Beginning Word

[Performing Basic Tasks in Word 2013](#)

[Editing and Formatting in Word 2013](#)

[Using Tables in Word 2013](#)

[Structuring a Document in Word 2013](#)

[Adding Lists and Objects in Word 2013](#)

Microsoft Office 2013: Beginning Access

[Creating and Modifying Forms in Access 2013](#)

[Creating and Modifying Reports in Access 2013](#)

[Creating and Populating a Database in Access 2013](#)

[Modifying Tables in Access 2013](#)

[Creating and Modifying Queries in Access 2013](#)

Microsoft Project 2013

[Tools for Tracking Project Performance in Project 2013](#)

[Resource Management in Project 2013](#)

[Communicate and Finalize Project Information Using Project 2013](#)

[Task-based Scheduling in Project 2013](#)

[Setting up a Project in Project 2013](#)

Microsoft Office 2013: Advanced Outlook

[Formatting E-mail and Configuring Message Options in Outlook 2013](#)

[Management and Customization in Outlook 2013](#)

[Mail Automation, Cleanup, and Storage in Outlook 2013](#)

[Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013](#)

Microsoft Office 2013: Power User Excel

[Sharing and Linking Data, and Adding Office Apps to Excel 2013](#)

[Reviewing and Protecting Content in Excel 2013](#)

[Advanced Formats and Layouts in Excel 2013](#)

[Advanced Formulas and Functions in Excel 2013](#)

[Using Financial Functions and What-If Analysis in Excel 2013](#)

[Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013](#)

Microsoft Office 2013: SharePoint for Power Users

[Configuring Pages, Sites, and Content in SharePoint 2013](#)

[Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013](#)

[Managing Templates, Views, and Versioning in SharePoint 2013](#)

[Managing Web Parts, Users, and Groups in SharePoint 2013](#)

[Using and Configuring Search in SharePoint 2013](#)

[Workflows, Collaboration, and Analysis in SharePoint 2013](#)

Microsoft Office 2013: Advanced Excel

[Creating and Customizing Visual Elements in Excel 2013](#)

[Customizing Options and Views in Excel 2013](#)

[Manipulating Data in Excel 2013](#)

[Data Search, Data Validation, and Macros in Excel 2013](#)

Microsoft Office 2013: Advanced PowerPoint

[Advanced Slide Shows Tools in PowerPoint 2013](#)

[Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013](#)

Microsoft Office 2013: Advanced Word

[Advanced Formatting in Word 2013](#)

[Customizing Document Layout in Word 2013](#)

[Advanced Table Customization in Word 2013](#)

[Inserting and Formatting Graphics in Word 2013](#)

[Navigating and Reviewing Documents in Word 2013](#)

[Reference Tools and Mail Merge in Word 2013](#)

[Adjusting Document Views and Customizing the Appearance of Word 2013](#)

[Sharing and Collaboration in Word 2013](#)

Microsoft Office 2013: Beginning Excel

[Creating Workbooks, Worksheets, and Data in Excel 2013](#)

[Saving and Printing Data in Excel 2013](#)

[Formatting Cells and Worksheets in Excel 2013](#)

[Formatting Data in Excel 2013](#)

[Presenting Data using Conditional Formatting and Sparklines in Excel 2013](#)

[Performing Calculations Using Functions in Excel 2013](#)

[Presenting Data in Tables and Charts in Excel 2013](#)

Microsoft Office 2013: Beginning Outlook

[Working with E-mail in Outlook 2013](#)

[Managing E-mail in Outlook 2013](#)

[Working with Contacts in Outlook 2013](#)

[Scheduling with Appointments, Events, and Tasks in Outlook 2013](#)

[Working with Meetings in Outlook 2013](#)

Microsoft Office 2013: Beginning PowerPoint

[Creating Presentations in PowerPoint 2013](#)

[Enhancing PowerPoint 2013 Presentations](#)

[Animations and Media in PowerPoint 2013](#)

[Finalizing a PowerPoint 2013 Presentation](#)

Microsoft Office 2013: SharePoint for End Users

[Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013](#)

[My Site and Social Features in SharePoint 2013](#)

[Community Sites, Search, and Office Integration in SharePoint 2013](#)

Microsoft OneNote 2013

[The Microsoft OneNote 2013 Interface](#)

[Getting Started with Microsoft OneNote 2013](#)

[Working With and Sharing Content in Microsoft OneNote 2013](#)

[OneNote 2013 Integration with Other Microsoft Applications](#)

Microsoft Lync 2013

[Microsoft Lync 2013](#)

Skype for Business

[Skype for Business: New Features, Profile, and Contacts](#)

[Skype for Business: Calls, IMs, and Meeting features](#)

[Skype for Business: Sharing, Collaboration, and Video Calls](#)

Managing Projects with Microsoft Project 2013

[Setting Up a Project in Microsoft Project 2013](#)

Microsoft Office 365

Microsoft Office Online and Office 365

[Introducing Microsoft Office Online for Personal Use](#)

[Introducing Microsoft Office 365 Applications](#)

Microsoft Office 365

[Microsoft Office 365: Applications](#)

[Microsoft Office 365: Document Management](#)

Microsoft Office 365 for Advanced Business Users

[Microsoft Office 365 for Advanced Business Users: Portal Enhancements](#)

[Microsoft Office 365 for Advanced Business Users: Clutter and Compliance](#)

[Microsoft Office 365 for Advanced Business Users: IT Management Controls](#)

[Microsoft Office 365 for Advanced Business Users: New Presentation Features](#)

Microsoft Windows 10

Microsoft Windows 10 End User

[Microsoft Windows 10 End User: Signing In and First View](#)

[Microsoft Windows 10 End User: Hardware, Software, and Security Settings](#)

[Microsoft Windows 10 End User: Customizing Windows 10](#)

[Microsoft Windows 10 End User: New Features](#)

[Microsoft Windows 10 End User: Browsing with Edge](#)

[Microsoft Windows 10 End User: Cortana](#)

Microsoft Windows 8

Microsoft Windows 8: End User

[Windows 8: New Features and Common Tasks](#)

[Files and Connectivity in Windows 8](#)

[Personalizing Windows 8](#)

[Working with Apps in Windows 8](#)

[Internet Explorer 10, File Sharing, and Recovery in Windows 8](#)

[Managing Hardware and Advanced Options in Windows 8](#)

Microsoft Windows 8.1: End User

[New Features and Common Tasks in Windows 8.1](#)

[Organizing Files and Searching for Items in Windows 8.1](#)

[Personalizing Windows 8.1](#)

[Working with Apps in Windows 8.1](#)

[Getting Online, Sharing, and Using SkyDrive in Windows 8.1](#)

[Managing Hardware and Advanced Options in Windows 8.1](#)

Microsoft Windows 8.1 Update 1: End User

[Windows 8.1 Update 1: Navigating the UI](#)

[Windows 8.1 Update 1: Working with Files and Apps](#)

[Windows 8.1 Update 1: Windows Management and Customization Features](#)

Microsoft Windows 7

Microsoft Windows 7: First Look for End Users

[Microsoft Windows 7: First Look for End Users](#)

Microsoft Windows 7: End User

[Getting Started with Windows 7](#)

[Setting up and Securing Windows 7](#)

[Customizing Windows 7](#)

Microsoft Internet Explorer 11

Using Internet Explorer 11

[Using Internet Explorer 11: Exploring the Interface](#)

[Using Internet Explorer 11: Efficient Browsing](#)

[Using Internet Explorer 11: Security Considerations](#)

[Using Internet Explorer 11: Working with Web Content, RSS Feeds, and Downloads](#)

[Using Internet Explorer 11: Accessibility and User Preferences](#)

[Using Internet Explorer 11: Securing the Environment](#)

Google

Google Apps Fundamentals

[Google Apps: Gmail and Calendar](#)

[Google Apps: Google Drive](#)

[Google Apps: Docs and Sheets](#)

[Google Apps: Slides, Sites, and Google+](#)

Google Analytics

[Google Analytics Fundamentals and Data Collection](#)

[Google Analytics Reports](#)

[Google Conversions and Tags](#)

[Analytics APIs and Tools](#)

Social Networking

Yammer for Business Users

[Yammer for Business Users: Using Yammer](#)

Getting the Most from Social Networking

[Social Networking Fundamentals](#)

[Social Networking Services, Strategy, and Management](#)

iOS-8

Getting Started with iOS 8 for iPad

[Introducing iOS 8 for iPad](#)

Getting Started with iOS 8 for iPhone

[Introducing iOS 8 for iPhone](#)

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](#)

Seagate Crystal Reports

Fundamentals of Crystal Reports 2011

[Getting Started with Crystal Reports 2011](#)

Mentoring Assets

Mentoring Assets

[Mentoring 77-420 Excel 2013](#)

[Mentoring 77-427 Excel 2013 Expert Part One](#)

[Mentoring 77-428 Excel 2013 Expert Part Two](#)
