



## SkillSoft Program Listing as of 4/2/2003

SkillSoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc. For information about any of the programs and curricula listed below visit <http://www.skillsoft.com> or email [salesinfo@smartforce.com](mailto:salesinfo@smartforce.com)

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**NOTES:**

- \* = In development as of 4/2/2003. Subject, titles and estimated hours are subject to change/cancellation prior to release. The listing here of future programs is not a commitment to produce them.
- ( ) = SmartForce classic instructional design.
- (#) = Special usage and ordering conditions apply.
- (a) = program does not contain an assessment and does not export completion/certificate data.
- (ACE=n) = The ACE college credit recommendation.
- (j) = program is not yet Section 508/Screen Reader or hearing impaired accessible.
- (e) = SkillSoft e<sup>3</sup> advanced learning object format (New Generation) instructional design.
- (t) = contains accessible transcript for 508 conformance.
- (z) = This program remains available for usage however, no maintenance, mentoring nor support is available.
- tbd = to be determined.

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**ADMINISTRATIVE SOFTWARE TOOLS**

SkillSoft - My SmartForce™ e-Learning Site  
SmartForce Mobile™  
SkillPort  
SmartForce Campus™ 1.7 (no longer supported)  
SmartForce Web™ 4.7 (no longer supported)

**Program Title.....Hrs**

**INFORMATION      TECHNOLOGY      CONTENT**  
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(MOS exams supported)

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(MOS exams supported)

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**Digital Video Editing with MGI VideoWave 5 (e)(j)**

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<b>Intuit Quicken TurboTax 2001 (e) (j)</b>	
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<b>Jasc Paint Shop Pro 7: Getting Started (e) (j)</b>	
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<b>Jasc Paint Shop Pro 7: Up and Running (e) (j)</b>	
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<b>Microsoft Works 6.0: Introducing Works (e)(j)</b>	
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Working in Domino Databases: Advanced .....	4
Extending the Notes Client: Remote Users .....	4
Extending the Notes Client: Optimizing Mail .....	4
Extending the Notes Client: Customizing and Securing .....	4
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The Mobile User .....	4
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 Notes and the Net ..... 3  
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 Understanding and Using Newsgroups ..... 3  
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**Microsoft Internet Explorer 5.0**

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 Microsoft Internet Explorer 5.0: Up and Running ..... 4  
 Microsoft Internet Explorer 5.0: Technologies ..... 4

**Microsoft Internet Explorer (Audio)**

Microsoft Internet Explorer 5.0: Getting Started ..... 4  
 Microsoft Internet Explorer 5.0: Up and Running ..... 4

**Microsoft Internet Explorer 4.0**

Microsoft Internet Explorer 4.0: Getting Started ..... 3  
 Microsoft Internet Explorer 4.0: Up and Running ..... 3  
 WebCasting and Active Desktop ..... 3  
 NetMeeting Internet Collaboration Tool ..... 3  
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 Creating Web Pages and Using Multimedia ..... 3

**Netscape Communicator 4.0 by Netscape**

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**Understanding and Applying Internet Concepts**

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**Note:** The architecture for the following “Home User” titles differs considerably from standard courseware design and do not contain assessments.

**Home User (a)**

Effective Business Writing (a) ..... 1  
 Retirement Planning (a) ..... 1  
 Investing Fundamentals: The Basics (a) ..... 1  
 A Beginners Guide to the Internet (a) ..... 1  
 PC Fundamentals: Software, Memory, and Storage (a) ..... 1  
 PC Fundamentals: Components (a) ..... 1  
 PC Fundamentals: Safety and Security (a) ..... 1  
 Microsoft Money: Getting Started (a) ..... 1

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Microsoft Money 2000: Getting Started (a) ..... 1  
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 Microsoft Project 2000: Getting Started (a) ..... 1  
 Microsoft Project 2000: Up and Running (a) ..... 1  
 Microsoft Project 2000: Managing Your Project (a) ..... 1  
 Microsoft Works: Getting Started (a) ..... 1  
 Microsoft Works 2000: Getting Started (a) ..... 1  
 Microsoft Works 2000: Templates and Task Automation (a) ..... 1  
 Microsoft Works 2000: Creating a Newsletter (a) ..... 1  
 Microsoft Works 2000: Document Formatting (a) ..... 1  
 Microsoft Works 2000: Advanced Text Formatting (a) ..... 1  
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 Microsoft Works 2000: Creating Charts (a) ..... 1  
 Microsoft Works 2000: Using the Calendar (a) ..... 1  
 Microsoft Works 2000: Organizing Your Files (a) ..... 1  
 Microsoft Works 2000: Finding and Filtering Records (a) ..... 1  
 Microsoft Works 2000: Sorting, Calculating, and Reporting (a) ..... 1  
 Intuit Quicken: Getting Started (a) ..... 1  
 Intuit Quicken: Up and Running (a) ..... 1  
 Microsoft Publisher: Getting Started (a) ..... 1  
 Microsoft Publisher: Advanced Layout (a) ..... 1  
 Intuit QuickBooks 2000: Getting Started (a) ..... 1  
 Intuit QuickBooks 2000: Up and Running (a) ..... 1  
 PC Preventative Maintenance (a) ..... 1  
 Solving PC Problems (a) ..... 1

**WEB DESIGN**

**SITE DESIGN PRINCIPLES AND TOOLS**

**Web Site Design – Principles**

(exam 1D0-420a) (e) (j)  
 Design Concepts for Web Sites ..... 3.3  
 Advanced HTML Design Elements ..... 3.0  
 Advanced Technology Concepts for Web Designers ..... 4.3

**Web Site Design – Tools**

(exam 1D0-420b) (e) (j)  
 The Basic Features and Functionality of FrontPage 2002 ..... 6.0  
 Building and Modifying Web Sites in FrontPage 2002 ..... 4.9  
 Macromedia Dreamweaver 4 Web Design Tools ..... 6.2  
 Getting Started with Paint Shop Pro 7 ..... 4.0  
 Macromedia Flash 5 Web Design Tools ..... 6.3

**MACROMEDIA DESIGN TOOLS**

**Macromedia Dreamweaver MX: Foundation I**

(exam CDD-I)(e) (j)  
 Using Basic Dreamweaver MX Tools ..... 5.0  
 Structuring Web Pages with Macromedia Dreamweaver MX .. 2.7

**Macromedia Dreamweaver MX: Foundation II**

(exam CDD-I)(e) (j)  
 Using Advanced Dreamweaver MX Tools ..... 7.7

**Macromedia Dreamweaver MX for ASP.NET**

(exam CDD-I)(e) (j)  
 Introducing Dreamweaver MX and ASP.NET ..... 4.3  
 Using Dreamweaver MX to Develop ASP.NET Applications.. 4.3

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<b>Macromedia Dreamweaver 4: Up and Running (e) (j)</b>	
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<b>Macromedia Fireworks MX: Foundation (e) (j)</b>	
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Using Fireworks MX with Dreamweaver MX and Flash MX..	2.0
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Using Fireworks 4 with Dreamweaver and Flash.....	1.8

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<b>Macromedia Freehand 10: Getting Started (e) (j)</b>	
Getting Started with Freehand 10.....	2.0
<b>Macromedia Freehand 10: Up and Running (e) (j)</b>	
Up and Running with Freehand 10.....	2.0
<b>Macromedia Freehand 10: Moving On (e) (j)</b>	
Moving On with Freehand 10 .....	2.0
<b>Macromedia: FreeHand 10: Foundation (e) (j)</b>	
Basic Concepts of FreeHand 10.....	3.7
Documents in FreeHand 10.....	1.0
Objects in FreeHand 10.....	2.3
<b>Macromedia ColdFusion MX: Foundation</b> (exam CCD-I) (e) (j)	
Getting Started with ColdFusion MX .....	5.6
Data Retrieval and Manipulation in Macromedia ColdFusion MX.....	4.3
<b>Macromedia ColdFusion MX: Experienced</b> (exam CCD-II) (e) (j)	
Working with Complex Data in ColdFusion MX.....	4.0
Working with Persistent Data in ColdFusion MX.....	2.3
Creating Reusable ColdFusion MX Code.....	4.1
Enhancing ColdFusion MX Applications .....	3.5
<b>Macromedia: Developing ColdFusion MX Applications for Dreamweaver MX</b> (exam CCD-II) (e) (j)	
Using the Dreamweaver MX Development Environment.....	4.7
Using Dreamweaver MX to Develop ColdFusion MX Applications.....	4.3
<b>Macromedia ColdFusion 5: Foundation</b> (exam CCD-I) (e) (j)	
Getting Started with ColdFusion 5.....	4.6
Data Retrieval and Manipulation in Macromedia ColdFusion 5.....	4.8
<b>Macromedia ColdFusion 5: Experienced</b> (exam CCD-II) (e) (j)	
Working with Complex Data in Macromedia ColdFusion 5.....	5.3
Reusing Code in Macromedia ColdFusion 5 .....	2.6
Extending your ColdFusion 5 Toolkit.....	2.8
Exception Handling in Macromedia ColdFusion 5 .....	1.7
<b>OTHER SITE DESIGN TOOLS</b>	
<b>Microsoft Front Page XP</b> <b>Beginning FrontPage 2002 (e) (t)</b>	
FrontPage 2002 Basics .....	4.0
Enhancing and Managing Web Sites with FrontPage 2002 .....	3.3
<b>Advanced FrontPage 2002 (e) (t)</b>	
Building and Modifying Web Sites in FrontPage 2002.....	5.1
Enhancing and Publishing Web Sites in FrontPage 2002.....	4.5

**Program Title ..... Hrs**

**Microsoft Front Page 2000**

Beginning FrontPage ..... 4  
Advanced FrontPage ..... 4

**Adobe GoLive**

**Adobe GoLive 5: Getting Started (e) (j)**

Getting Started with GoLive 5 ..... 2.0

**Adobe GoLive 5: Up and Running (e) (j)**

Up and Running with GoLive 5 ..... 2.0

**Adobe GoLive 5: Moving On (e) (j)**

Moving On with GoLive 5 ..... 2.0

**OTHER SCRIPTING LANGUAGES**

**Working with HTML (e) (j)**

HTML Fundamentals ..... 5.5

**Advanced Web Authoring**

SSI ..... 4  
CGI and PERL ..... 4

**DHTML**

DHTML Fundamentals ..... 4

**JavaScript**

JavaScript: Language Basics ..... 4  
JavaScript: Client-Side Scripting ..... 3

**Introduction to XML: Language Basics (e) (j)**

XML Language Basics ..... 4.0  
Style Sheets and Links ..... 5.3

**Microsoft VBScript**

Language Basics I ..... 3  
Language Basics II ..... 3  
Advanced Language Topics ..... 3

**OTHER GRAPHIC DESIGN**

**Adobe Illustrator 9.0: Getting Started (e) (j)**

Getting Started with Illustrator 9.0 ..... 2.0

**Adobe Illustrator 9.0: Up and Running (e) (j)**

Up and Running with Illustrator 9.0 ..... 2.0

**Adobe ImageReady 3 (e) (j)**

Optimizing File Sizes with ImageReady 3 ..... 2.0

**\*Adobe Photoshop 7.0 (e) (j)**

Getting Started with Photoshop 7.0 ..... 2.7  
Up and Running with Photoshop 7.0 ..... 2.0

**Adobe Photoshop 6.0 (e) (j)**

Getting Started with Photoshop 6.0 ..... 2.5  
Up and Running with Photoshop 6.0 ..... 2.0

**Program Title..... Hrs**

**OTHER RELATED CONTENT (Z)**

**Microsoft FrontPage 98**

(course 1009)

Microsoft FrontPage 98 ..... 5  
Preparing for an Internet Presence ..... 3  
Setting up the Web Environment ..... 3  
Creating Basic User Services ..... 4  
Enhancing User Services ..... 4  
Publication and Operation ..... 3

**Web Authoring and Publishing**

HTML Documents ..... 4  
Web Site Presentation ..... 4  
Building Fill-in Forms ..... 4  
Web Tools ..... 4

**Internet and Intranet Skills: Designing Interactive Web Applications ..... 5**

**Advanced Web Authoring**

JavaScript ..... 4  
Java ..... 4

**Introduction to XML**

Language Basics ..... 3  
Style Sheets and Links ..... 4

**NetObjects Authoring Server Suite 3.0**

The Authoring Server ..... 3  
TeamFusion Client ..... 4

**BroadVision**

Introduction to BroadVision (e) (j) ..... 3.6  
Site Management Tools in BroadVision (e) (j) ..... 6.2  
The Implementation Guide to BroadVision (e) (j) ..... 5.4

**Program Title..... Hrs**

**OPERATING SYSTEMS AND SERVER TECHNOLOGIES**

**OPERATING SYSTEM AND SERVER FUNDAMENTALS**

**A+**

**A+ Core Hardware**

(CompTIA exam 220-221) (ACE=2) (e) (j)

Identifying, Adding, and Removing PC Systems ..... 2.0  
Installation and Configuration of PCs and Components ..... 5.1  
Components, Printers, Networks, and Safety ..... 1.8

**A+ Operating System Technologies**

(CompTIA exam 220-222) (ACE=2) (e) (j)

Operating System Technologies ..... 5.0



**Program Title ..... Hrs**

**Server+**

(CompTIA exam SK0-001) (e) (j)  
 Server Installation Planning for Server+ ..... 3.1  
 Server Installation and Configuration for Server+ ..... 2.4  
 Server Maintenance and Upgrading for Server+ ..... 2.8  
 Server Troubleshooting and Disaster Recovery for Server+ ..... 3.3

**MICROSOFT WINDOWS SERVER 2003**

**\*Microsoft Windows Server 2003: Introduction**  
 (course nnnn) (exam 70-275) (e) (j)  
 Getting Started with Windows Server 2003 ..... 2.7  
 Windows Server 2003 Administration and Services Support ... 4.7

**\*Microsoft Windows.NET Server 2003: Designing a Network Services Infrastructure**  
 (course nnnn) (exam 70-276) (e) (j)  
 Designing a Windows Server 2003 Network ..... 3.7  
 Designing Windows Server 2003 Internet Connectivity ..... 1.7  
 Designing Windows Server 2003 WAN Connectivity ..... 4.0

**\*Microsoft Windows.NET Server 2003: Designing a Directory Services Infrastructure**  
 (course nnnn) (exam 70-277) (e) (j)  
 Design an Active Directory Infrastructure in Windows Server 2003 ..... 2.3  
 Design an Active Directory Namespace in Windows Server 2003 ..... 3.3  
 Design a Windows Server 2003 Site and OU Topology ..... 3.3

**MICROSOFT.NET SERVER**

**Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services**  
 (course nnnn) (exam 70-279) (e) (j)  
 Creating a Migration Plan in Windows.NET Server ..... 3.3  
 Preparing and Deploying a Domain Upgrade in Windows.NET ..... 2.3  
 Preparing and Deploying a Domain Restructure in Windows.NET ..... 3.3

**MICROSOFT WINDOWS XP**

**Microsoft Windows XP Professional: Installation and Configuration I**  
 (course 2272) (exam 70-270) (e) (j)  
 Installing Windows XP Professional ..... 4.2

**Microsoft Windows XP Professional: Installation and Configuration II**  
 (course 2272) (exam 70-270) (e) (j)  
 Managing Files, Folders, and Devices in Microsoft Windows XP ..... 5.8  
 System Reliability and the Desktop in Windows XP Professional ..... 4.6

**Program Title..... Hrs**

**Microsoft Windows XP Professional: Installation and Configuration III**

(course 2272) (exam 70-270) (e) (j)  
 Networking Protocols and Services in Microsoft Windows XP ..... 5.2  
 Backup and Security Settings in Microsoft Windows XP ..... 4.9

**MICROSOFT WINDOWS 2000**

**Managing Windows 2000 in a Network Environment**  
 (course 2126) (exam 70-218) (e) (j)  
*Logilient Hands-on Labs Available (2126)*  
 Managing Resources, File Systems, Disks, and Web Services In Windows 2000 ..... 8.7  
 Managing and Monitoring Network Security, Routing, and TCP/IP In Windows 2000 ..... 4.3  
 Managing DHCP, DNS, and Name Resolution on a Microsoft Windows 2000 Network ..... 4.3  
 Managing Windows 2000 Servers and Client Computers ..... 5.3  
 Managing Groups and Replication through the Active Directory in Windows 2000 ..... 3.3  
 Managing Group Policy in Windows 2000 ..... 3.3  
 Managing Remote Access Solutions in Windows 2000 ..... 5.7  
 Configuring and Troubleshooting IIS 5.0 in Windows 2000 .... 2.8

**Microsoft Windows 2000 Server Technologies: Designing Highly Available Web Solutions**  
 (course ????) (exam 70-226) (e) (j)  
 Highly Available Web Infrastructure Solutions in Microsoft Windows 2000 ..... 3.7  
 Technologies for Highly Available Solutions in a Windows 2000 Environment ..... 6.0  
 Highly Available Network Services and Logical-Network Solutions in Windows 2000 ..... 4.3  
 Highly Available Physical-Network Solutions in a Windows 2000 Environment ..... 3.3

**Implementing Microsoft Cluster Service on Windows 2000 Advanced Server**  
 (course 2087) exam 70-223) (e) (j)  
 Introduction to Clustering in a Microsoft Windows 2000 Environment ..... 4.0  
 Cluster Administration and Resource Management in Microsoft Windows 2000 ..... 4.3  
 Cluster Maintenance and Troubleshooting in Microsoft Windows 2000 ..... 3.3

**Microsoft Windows 2000 Core Technologies**  
 (course 2151)  
*Logilient Hands-on Labs (2151) can be integrated:*  
 Network Fundamentals ..... 4  
 TCP/IP ..... 3  
 Internet Fundamentals ..... 3  
**Microsoft Windows 2000**  
 Network Protocols and Remote Access ..... 4  
 Group Policy ..... 5

**Program Title** ..... **Hrs**

**Installing, Configuring and Administering Microsoft Windows 2000**

(course 2152) (exams 70-210, 70-215) (ACE=2)  
*Logilent Hands-on Labs Available (2152): Printing Logilent Hands-on Labs (2152) can be integrated*

**Microsoft Windows 2000 Update**

New Features and Architecture ..... 4

**Microsoft Windows 2000 Installation and Administration**

Installation ..... 4

Administration ..... 3

Users ..... 3

Groups and Terminal Services ..... 3

Files and Folders ..... 4

Advanced File and Folder Management ..... 3

Hardware Configuration and Optimization ..... 5

Storage and Printing ..... 5

Events ..... 3

Backup and Recovery ..... 3

**Microsoft Windows 2000**

Network Protocols and Remote Access ..... 4

Group Policy ..... 5

**Implementing and Administering a Microsoft Windows 2000 Network Infrastructure**

(course 2153) (exam 70-216)(ACE=2)  
*Logilent Hands-on Labs Available (2153) Logilent Hands-on Labs (2153) can be integrated*

**Microsoft Windows 2000 Implementing a Network Infrastructure**

Addressing and Naming Services ..... 6

IP Routing ..... 3

Security ..... 4

**Microsoft Windows 2000**

Network Protocols and Remote Access ..... 4

**Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure**

(course 2154) (exam 70-217)(ACE=2)  
*Logilent Hands-on Labs (2154) can be integrated*

**Microsoft Windows 2000 Implementing an Active Directory Infrastructure**

Installation and Configuration ..... 4

Replication and DNS ..... 4

Security and Management ..... 4

**Microsoft Windows 2000**

Group Policy ..... 5

**Microsoft Windows 2000 Active Directory Design**

(course 1561) (exam 70-219) (ACE=2)  
*Logilent Hands-on Labs (1561) can be integrated*

Directory Services Infrastructure ..... 4

Directory Services Security ..... 3

Schema and Replication ..... 4

**Microsoft Windows 2000 Security Design**

(course 2150) (exam 70-220)  
*Logilent Hands-on Labs (2150) can be integrated:*

Security Solutions ..... 4

Internet and Extranet Security ..... 5

Managing and Securing Resources ..... 5

Communication and Remote Access Security ..... 4

**Program Title**..... **Hrs**

**Microsoft Windows 2000 Network Design**

(course 1562) (exam 70-221)

Networking ..... 4

Addressing and Naming Services ..... 4

Remote Access Services ..... 4

Routing Technologies ..... 4

Remote Connectivity ..... 4

**Microsoft Windows 2000 Migration Design**

(course 2010) (exam 70-222)

Upgrade and Migration Strategies ..... 4

Deployment ..... 5

Restructuring ..... 3

**Microsoft Windows 2000 Script Host**

Automating Administration Tasks ..... 4

**Microsoft Windows 2000 Update**

(course 1560)

New Features and Architecture ..... 4

Installation and Upgrade ..... 4

The Active Directory ..... 3

Configuration ..... 3

Network Protocols and Services ..... 5

Storage and File Systems ..... 5

Group Policy and Terminal Services ..... 4

**MICROSOFT EXCHANGE SERVER 2000**

**Implementing and Administering Microsoft Exchange 2000 Server**

(course 1572) (exam 70-224)

**Introducing Microsoft Exchange 2000 Server (e) (j)**

Basic Concepts of Exchange 2000 Server ..... 3.5

Active Directory in Exchange 2000 Server ..... 2.0

**Implementing and Administering Microsoft Exchange 2000 Server (e) (j)**

Installing and Upgrading Exchange 2000 Server ..... 4.8

Configuring Exchange 2000 ..... 6.3

Managing and Monitoring Exchange 2000 ..... 3.5

**Designing and Deploying Microsoft Exchange 2000 Server**

(course 1573) (exam 70-225) (e) (j)

Analyzing Requirements and Resources for Microsoft

Exchange 2000 Server ..... 2.6

Designing an Exchange 2000 Model ..... 5.2

Designing Exchange 2000 Functionality ..... 4.8

Deploying and Troubleshooting Exchange 2000 Server ..... 5.1

**MICROSOFT SMALL BUSINESS SERVER 2000**

**Microsoft Small Business Server 2000 Solutions**

(course nnnn) (exam ???) (e) (j)[mailto:\\*@Small](mailto:*@Small)

Small Business Server 2000 ..... 3.5

**Microsoft Small Business Server 2000: Advanced Features**

(course nnnn) (exam ???) (e) (j)[mailto:\\*@Small](mailto:*@Small)

Microsoft Small Business Server 2000 Administration ..... 4.4

Microsoft Small Business Server 2000 Features ..... 3.9

**Program Title** ..... **Hrs**

**MICROSOFT BIZTALK SERVER2000**

**Microsoft BizTalk Server 2000**  
(course 2176) (exam 70-230) (e) (j)  
Creating BizTalk Solutions ..... 5.0

**Microsoft BizTalk Server 2000: Designing and Implementing Solutions I**  
(course 2176) (exam 70-230) (e) (j)  
Planning for Deployment of Microsoft BizTalk 2000 ..... 3.0  
Installing and Configuring BizTalk Server 2000 ..... 3.0

**Microsoft BizTalk Server 2000: Designing and Implementing Solutions II**  
(course 2176) (exam 70-230) (e) (j)  
Document Exchange in Microsoft BizTalk 2000 ..... 3.3  
Administering BizTalk Server 2000 ..... 6.7

**MICROSOFT COMMERCE SERVER 2000**

**Microsoft Commerce Server 2000: Designing and Implementing Solutions**  
(course ????) (exam 70-234) (e) (j)  
Planning for Deployment of Microsoft Commerce Server 2000 ..... 3.4  
Deployment Tasks for Microsoft Commerce Server 2000 ..... 5.0  
Developing a Commerce Server 2000 Solution ..... 3.4  
Data Management in Commerce Server 2000 ..... 3.8

**MICROSOFT INTERNET SECURITY AND ACCELERATION SERVER 2000**

**Deploying and Administering Microsoft Internet Security and Acceleration Server (ISA) 2000**  
(course 2159) (exam 70-227) (e) (j)  
Installation of ISA Server 2000 ..... 3.8  
Access Policies, Caching and VPNs in Microsoft ISA Server 2000 ..... 4.5  
Firewalls and Access to Internal Resources with Microsoft ISA Server 2000 ..... 3.9  
Monitoring, Reporting, and ISA Server Enterprise Edition ..... 5.6

**Microsoft Proxy Server 2.0**  
(course 836) (exam 70-088)  
Overview and Architecture ..... 3  
Planning and Installation ..... 3  
Configuration ..... 4  
Security ..... 3  
Troubleshooting and Optimizing ..... 4

**MICROSOFT APPLICATION CENTER 2000**

**Microsoft Application Center 2000: Implementing Highly Available Web Solutions**  
(course ????) (exam 70-232) (e) (j)  
Features, Deployment, and Installation of Application Center 2000 ..... 3.3  
High-Availability Concepts and Monitoring in Microsoft Application Center 2000 ..... 4.3

**Program Title**..... **Hrs**

**Microsoft Application Center 2000: Implementing Highly Available Web Solutions (Continued)**  
Configuring and Managing Microsoft Application Center 2000 ..... 4.3

**MICROSOFT WINDOWS NT**

**Supporting and Maintaining a Microsoft Windows NT Server 4.0 Network**  
(course 983) (exam 70-244) (e) (j)  
Managing Servers in a Microsoft Windows NT 4.0 Environment ..... 3.5  
Administering Users and Groups in Microsoft Windows NT 4.0 ..... 4.0  
Administering Security in a Microsoft Windows NT 4.0 Environment ..... ?  
Configuring and Managing Access to Resources in Microsoft Windows NT 4.0 ..... ?  
Configuring and Managing Network Services in Microsoft Windows NT 4.0 ..... ?

**Microsoft Windows NT 4.0 Server, Workstation, Enterprise**  
(Courses 803, 922, 689)  
Managing Users and Groups ..... 9  
Sharing and Securing Network Resources ..... 5  
Managing Printing ..... 4  
Monitoring and Auditing Resources ..... 3  
Basic Configuration ..... 8  
Network Configuration ..... 5  
Troubleshooting and Optimization ..... 9  
Installing and Upgrading NT Workstation ..... 4  
NT Workstation Networking and Interoperability ..... 8  
Running Applications ..... 6  
Installing and Upgrading NT Server ..... 5  
Configuration and Administration ..... 6  
Directory Services ..... 5  
NT Server Networking and Interoperability ..... 5  
Migration from Novell NetWare ..... 3  
Installing and Configuring IIS ..... 4  
Implementing TCP/IP ..... 5  
Name Resolution ..... 5  
Advanced Networking, Printing and Integration ..... 6  
Advanced Troubleshooting and Optimization ..... 4

**OTHER MICROSOFT SERVICES**

**Administering Microsoft Internet Information Services 5.0**  
(course 2295) (e) (j)  
Installing and Integrating Internet Information Services 5.0 ..... 4.6  
Administering and Configuring Internet Information Services 5.0 ..... 4.3

**Microsoft Internet Information Server 4.0**  
(course 936)  
Overview and Installation ..... 4  
Configuring the WWW and FTP Services ..... 4  
Configuring the SMTP and NNTP Services ..... 4  
Name Resolution ..... 4

**Program Title** ..... **Hrs**

**Microsoft Internet Information Server 4.0 (Continued)**  
Security ..... 4  
SSL and Certificate Server ..... 4  
Web-Site Applications and Publishing ..... 4  
Transaction Server ..... 4  
Index Server ..... 4  
Managing IIS ..... 4  
Optimizing and Troubleshooting IIS ..... 4

**Microsoft Systems Management Server 2.0**  
(courses 827,828) (exam 70-086)  
Overview ..... 3  
Installing a Site ..... 4  
Multiple Site Configuration ..... 4  
Software Distribution and Metering ..... 3  
Hardware and Software Inventory ..... 3  
Querying and Reporting Data ..... 3  
The Status System ..... 4  
Network and Diagnostic Tools ..... 3

**Microsoft TCP/IP on Windows NT 4.0**  
(course 688)  
Introduction to TCP/IP and IP Addressing ..... 4  
Subnetting, IP Routing, and Browsing ..... 5  
DHCP ..... 3  
IP and NetBIOS Resolution ..... 3  
WINS ..... 4  
Host Name Resolution ..... 3  
DNS Server ..... 4  
Connectivity in Heterogeneous Environments ..... 4  
Microsoft SNMP Services ..... 4  
Performance Tuning and Optimization ..... 3  
Troubleshooting Microsoft TCP/IP ..... 3

**Microsoft Exchange Server 5.5**  
(courses 1313, 1026, 973) (exam 70-081) (ACE=2)  
Basic Concepts ..... 3  
Planning and Design Considerations ..... 3  
Installing and Getting Started ..... 3  
Configuring Exchange Components I ..... 5  
Configuring Exchange Components II ..... 4  
Client Architecture and Installation ..... 4  
Public Folders and Forms ..... 4  
Connectors ..... 4  
Internet Integration ..... 4  
Migrating from Microsoft Mail ..... 4  
Advanced Security and Monitoring ..... 3  
Troubleshooting ..... 3  
New and Advanced Features ..... 4  
Advanced Internet Features ..... 4

**Microsoft Windows 98 - Service and Support**  
(course 955) (exam 70-098)  
Planning and Installation ..... 4  
Internet and Intranet Technologies ..... 5  
Managing Disks and File Systems ..... 5  
User Profiles and System Policies ..... 4  
Security ..... 3  
Internet Explorer 4.0 Security ..... 4  
Networking ..... 4

**Program Title**..... **Hrs**

**Microsoft Windows 98 - Service and Support (Cont'd)**  
Integration with a Microsoft Networking Environment ..... 3  
Integration with a NetWare Networking Environment ..... 3  
Remote Networking ..... 5  
Printing ..... 4  
Configuring the Environment ..... 4  
Performance Tuning and Optimization ..... 4  
Troubleshooting ..... 4

**Technical Support**  
(former A+ Operating Systems Technologies)  
Introduction to Windows ..... 4  
Installing Microsoft Windows 98 ..... 3  
Microsoft Windows 98 Disks and File Systems ..... 4  
Microsoft Windows 98 Networking ..... 4  
Microsoft Windows 98 Implementation and Support:  
  Printing ..... 4  
Microsoft Windows 98 Maintenance and Memory ..... 4  
Browser and E-mail ..... 4  
Microsoft Windows 2000 Update: Installation and Upgrade ..... 4  
Microsoft Windows 2000 Installation and Administration:  
  Storage and Printing ..... 5  
Microsoft Windows 2000 Installation and Administration:  
  Backup and Recovery ..... 3  
Microsoft Windows 2000 Network Protocols and Dial-Up  
  Connections ..... 2  
Microsoft Windows NT 4.0 Boot Process ..... 3

**SUN SOLARIS**

**Solaris 9**  
**Sun Microsystems Solaris 9: Basic System**  
**Administration I** (exam 310-???) (e) (j)  
Solaris 9 Installation and OpenBoot ..... 4.5  
Solaris 9 System Administration ..... 7.3  
Solaris 9 System Operations ..... 2.3  
Solaris 9 Device and File System Management ..... 4.0  
Solaris 9 Management Tools ..... 2.7  
Solaris 9 Security ..... 4.0

**Sun Microsystems Solaris 9: Basic System**  
**Administration II** (exam 310-???) (e) (j)  
Networking with Solaris ..... 2.7  
Solaris File and Systems Storage ..... 6.3  
Supervising Solaris Systems ..... 3.7  
Solaris Naming Services ..... 3.3  
Advanced Installation ..... 2.7

**Solaris 8**  
**Sun Microsystems Solaris 8: Administration and**  
**Installation Fundamentals** (exam 310-011) (e) (j)  
Solaris 8 System Operations ..... 2.0  
Solaris 8 Installation ..... 1.1  
Solaris 8 User Administration ..... 4.2

**Program Title** ..... **Hrs**

**LINUX**

**Linux+**

(CompTIA exam ???) (e) (j)

Planning a Linux Implementation.....	1.7
Installation and Basic Configuration of Linux .....	5.6
Networking Configuration within a Linux Environment .....	7.5
Administering the User Environment in Linux .....	6.6
Administering the System in a Linux Environment .....	7.6
Hardware and Troubleshooting in Linux.....	7.5

**Linux Basic System Administration**

**Linux Certification** (exams 101, 102)

**Linux: Basic System Administration I**

(exam 117-101 LPI 101) (e) (j)

Using the Shell in Linux .....	4.7
Managing the Filesystem in Linux .....	4.3
Administration Tasks in Linux .....	5.4

**Linux: Basic System Administration II**

(exam 117-101 LPI 101) (e) (j)

Hardware Considerations for Linux Installations.....	3.0
Installation and Package Management for Linux .....	4.3
Updating the Kernel in Linux .....	2.3

**Linux: Basic System Administration III**

(exam 117-101 LPI 101) (e) (j)

Editing and Printing in Linux.....	3.0
Shell Scripting in Linux .....	3.0

**Linux: Basic System Administration IV**

(exam 117-101 LPI 101) (e) (j)

Networking Fundamentals for Linux Administrators .....	3.3
Networking Services in a Linux Environment .....	4.5
Security within a Linux Environment.....	2.7

**UNIX**

**UNIX: Operating System Fundamentals**

Introduction to UNIX .....	2.0
UNIX System Architecture.....	4.0

**\*UNIX: Shell Programming**

UNIX Shell Scripting Basics .....	3.0
UNIX Shell Scripting Tools .....	2.7
Writing UNIX Shell Programs.....	3.7

**UNIX: The User Environment**

Customizing the UNIX User Environment .....	4.0
Working with UNIX Files and Directories.....	4.3
Working with UNIX Programs.....	3.0
Text Editing and Printing in UNIX.....	2.7

**UNIX Essentials**

UNIX: Overview .....	4
UNIX: Exploring the Filesystem .....	3
UNIX: Working with Files .....	4
UNIX: Process and Data Utilities .....	5
UNIX: The User Environment .....	4

**Program Title**..... **Hrs**

**UNIX Essentials (Continued)**

UNIX: Using Editors .....	4
UNIX: Using the Shell .....	4
UNIX: Shell Programming .....	4

**MAINFRAME**

**Mainframe**

Platform .....	3
Operating Systems .....	3
Navigation .....	4
JCL Fundamentals .....	4
Applying JCL .....	4
ISPF .....	4
CISC Fundamentals .....	3
Defining CICS Screens .....	3
File Handling in CISC .....	3
CICS Application Development .....	3

**DOMINO (LOTUS)**

**Lotus Domino 6: New Features (e) (j)**

New System Administration and Application Development	
Features in Domino 6 .....	3.1

**Lotus Domino R6 System Administration Update**

(exam 602)

Lotus Notes 6 Client.....	3.0
Lotus Domino 6 Server .....	3.7

**OTHER RELATED CONTENT (Z)**

**Microsoft BackOffice Small Business Server 1.0**

Planning and Installation .....	3
Up and Running .....	5
Internet Technologies .....	3
Fax Services and Optimization .....	3

**Microsoft Windows NT**

Essentials .....	3
Upgrading .....	3
Architecture .....	4
Subsystems, Objects and Security .....	4
Managing Processes and Memory .....	4
I/O and Networks .....	4

**Microsoft Windows 95 - Service and Support**

(course 798)

Installation and Deployment .....	4
Basic Configuration .....	4
Managing Disks .....	4
Running Applications and Printing .....	5
Configuring Network Components .....	3
Integration with NT and NetWare .....	4
Managing User Profiles and System Policies .....	3
Mobile Support .....	3
Internetworking .....	3
Troubleshooting and Optimization .....	4

**Program Title ..... Hrs**

**Microsoft Internet Information Server 3.0**

(course 826)

- Internet Concepts and Services ..... 4
- Planning, Installation, and Configuration ..... 3
- The WWW Service ..... 3
- FTP and Gopher Services ..... 4
- Name Resolution ..... 4
- NT Server Security Features ..... 4
- IIS Security Features ..... 3
- IIS Extensions ..... 4
- Components of IIS 3.0 ..... 3
- Tuning, Optimizing, and Troubleshooting ..... 5

**Microsoft Exchange Server 5.0**

(courses 771, 869)

- Basic Concepts ..... 3
- Planning and Design Considerations ..... 3
- Installing and Getting Started ..... 3
- Configuring Exchange Components I ..... 5
- Configuring Exchange Components II ..... 4
- Client Architecture and Installation ..... 4
- Public Folders and Forms ..... 4
- Connectors ..... 4
- Internet Integration ..... 4
- Migrating from Microsoft Mail ..... 4
- Advanced Security and Monitoring ..... 3
- Troubleshooting ..... 3

**Supporting Microsoft Proxy Server 1.0**

(course 664)

- Overview and Architecture ..... 3
- Planning and Administration ..... 3
- Configuration ..... 3
- Optimizing Performance ..... 3

**Microsoft Internet Explorer 5.0**

(course 1400) (exam 70-080)

- Technologies ..... 4
- Getting Started with Internet Explorer 5.0 ..... 4
- Up and Running with Internet Explorer 5.0 ..... 4
- Administration Kit - Planning ..... 4
- Administration Kit - The CMAK Wizard ..... 4
- Administration Kit - The IEAK Wizard ..... 4

**Microsoft Internet Explorer 4.0**

(course 1203)

- Internet Explorer Technologies ..... 4
- Getting Started with Internet Explorer 4.0 ..... 3
- Up and Running with Internet Explorer 4.0 ..... 3
- WebCasting and Active Desktop ..... 3
- NetMeeting Internet Collaboration Tool ..... 3
- Microsoft Outlook Express ..... 3
- Creating Web Pages and Using Multimedia ..... 3
- Administration Kit - Planning ..... 4
- Administration Kit - Deployment ..... 4
- Administration Kit - Automation ..... 4

**Program Title..... Hrs**

**Microsoft Systems Management Server 1.2**

(course 732)

- Overview ..... 3
- Planning ..... 3
- Setting up a Primary Site ..... 5
- Inventory Collection ..... 4
- Managing and Querying the Database ..... 4
- Remote Control and Monitoring ..... 4
- Software Distribution and Workstation Packages ..... 3
- Installation Scripts and Shared Applications ..... 3
- Intersite Communication ..... 3
- Simple Network Management Protocol ..... 3
- Monitoring and Optimization ..... 4

**LiveWire by Netscape**

- Introducing LiveWire ..... 4
- Managing Web Sites with LiveWire ..... 4

**Netscape Enterprise Server 3.0**

- Planning, Installation, and Configuration ..... 4
- Web Server Content ..... 4
- Managing Applications ..... 4
- Searching and Cataloging ..... 4
- Security ..... 4
- Monitoring and Tuning ..... 4
- Web Publisher ..... 4

**Lotus Domino R5 System Administration System**

**Administration - Implementing a Domino**

**Infrastructure**

- Setting up Servers ..... 4
- Connecting Servers ..... 4
- Setting up Clients ..... 4
- Messaging and Directory Services ..... 5
- Configuring Administration Features ..... 3
- Configuring Security Features ..... 4

**System Administration - Deploying Domino**

**Applications**

- Determining Deployment Strategy ..... 3
- Preparing Applications for Deployment ..... 3
- Rolling out Applications ..... 3
- Troubleshooting Application Deployment ..... 3

**System Administration - Maintaining Domino Servers**

**and Users**

- Managing a Domino Server ..... 5
- Server Maintenance ..... 5
- Updating Servers ..... 3
- Domino Server Security ..... 4
- Database Management and Replication ..... 5
- Managing Mail, Calendaring, and Scheduling ..... 4
- Managing Users ..... 3

**Lotus Notes Domino 4.5 to 5 Update**

- An Overview of Domino ..... 3

<b>Program Title .....</b>	<b>Hrs</b>
<b>System Administration R5</b>	
Technical Update for System Administrators Part 1 .....	3
Technical Update for System Administrators Part 2 .....	3
Technical Update for System Administrators Part 3 .....	4
<b>Lotus Notes Domino 4.6</b>	
Technical Update for System Administrators .....	4
<b>Lotus Notes Domino 4.5 Web Development and Administration</b>	
Introduction to Domino .....	4
Application Development .....	4
Setting up a Domino System .....	5
<b>Domino 4.5 Specialized Administration Tasks</b>	
New System Administration Features Part I .....	4
New System Administration Features Part II .....	4
Setting up a Web Server .....	4
<b>Domino 4.5 System Administration</b>	
Domino Applications .....	4
Web Server Management .....	4
Web Server Security .....	4
Advanced Server Features .....	4
<b>Lotus Notes 4.1 System Administration I</b>	
Setting up a Notes System .....	4
Naming and Security .....	4
Notes Mail .....	4
Shared Mail .....	4
Replication .....	4
Extending a Notes System .....	4
<b>Lotus Notes 4.1 System Administration II</b>	
Notes and the Internet .....	4
Cross-Certificates and Multiple Domains .....	4
Server Activity and Performance .....	4
<b>Linux</b>	
Getting Started .....	4
Fundamentals .....	4
Configuring the System .....	4
Basic Networking .....	4
<b>HP-UX</b>	
Essentials of HP-UX .....	4
HP-UX File Management .....	6
HP-UX Job Control .....	6
<b>UnixWare</b>	
Essentials of UnixWare .....	4
UnixWare File Management .....	6
UnixWare Job Control .....	6
<b>Solaris 2.x</b>	
Essentials of Solaris 2.x .....	4
Solaris 2.x File Management .....	6
Solaris 2.x Job Control .....	6

<b>Program Title.....</b>	<b>Hrs</b>
<b>Solaris 2.5.1 System Administration</b>	
System Operations .....	6
Backup and Restoration .....	6
User Setup and Security .....	6
Monitoring and Scheduling .....	4
System Configuration .....	7
Maintaining Filesystems .....	6
The Network Environment .....	6
Network Services .....	7
<b>Technical Support</b> (former A+ Core Hardware)	
PC Configuration I .....	4
PC Configuration II .....	4
PC Diagnostics and Repair .....	4
Safety and Preventative Maintenance .....	3
Networking Support .....	4
Interaction with Customers .....	3
<b><u>INTERNET &amp; NETWORK TECHNOLOGIES</u></b>	
<b>INTERNETWORKING</b>	
<b>Internetworking Professional - Network Support</b> (Network+ exam NK-N10-001) (e) (j)	
Introduction to Networking .....	4.3
OSI Lower Layers .....	5.7
OSI Layer 3 .....	5.0
OSI Upper Layers.....	2.3
Operating Systems and TCP/IP.....	3.8
Remote Access and Network Security.....	2.5
Fault Tolerance and Troubleshooting Networks.....	3.4
<b>i-Net+</b> (exam 1K0-001) (e) (j)	
Internet Fundamentals .....	3.8
Advanced Internet Concepts .....	5.8
Networking Essentials .....	4.6
Internet Site Development.....	3.9
Internetworking Architecture and Servers .....	3.8
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<b>Internetworking Essentials</b>	
Data Communications: Signals and Systems .....	5
WAN Technologies .....	4
Packet Switching WANs .....	4
<b>Internetworking Foundations</b> <b>CIW Associate</b> (exam 1D0-410)	
<b>Internet Concepts (e) (j)</b>	
Internet Fundamentals .....	4.5
Advanced Internet Concepts .....	6.0
<b>Networking and Internetworking (e) (j)</b>	
Networking Essentials.....	4.3
Internetworking Technologies.....	6.7
<b>Working with HTML (e) (j)</b>	
HTML Fundamentals .....	5.5

**Program Title** ..... **Hrs**

**DATA COMMUNICATIONS**

**Telecommunications Fundamentals (e)**  
Telecommunications Essentials ..... 8.7

**Communications Technologies Overview (e)**  
Introduction to Telecommunications ..... 3.2

**\*WAN Basics (e)**  
Introduction to Signals and Signal Transmission ..... 4.0  
Introduction to Communications Methods and Equipment ..... 3.0  
Introduction to WAN Technologies ..... 1.7

**Computer-Telephony Integration (e)**  
Computer Telephony Integration ..... 6.0

**Frame Relay (e)**  
Frame Relay Concepts ..... 2.7  
Frame Relay Details ..... 5.3

**Introduction to ISDN and DSL (e)**  
Introduction to ISDN ..... 3.3  
ISDN Protocols ..... 5.3  
Digital Subscriber Line ..... 5.7

**ATM and Broadband ISDN (e)**  
Overview of ATM ..... 2.7  
Protocol Models ..... 3.7  
ATM Standards and Applications ..... 4.0

**Introduction to MultiProtocol Label Switching (e)**  
Introduction to MPLS ..... 5.6

**IPv6 and Future Applications (e)**  
IPv6 ..... 4.7

**Quality of Service (e)**  
Implementing Quality of Service ..... 3.7

**Signaling Systems (e)**  
Systems and Signals ..... 5.3

**SONET/SDH (e)**  
Overview of SONET and SDH ..... 3.7

**Voice Over IP Fundamentals (e)**  
Delivering Voice and Data in Diverse Network  
Environments ..... 3.9  
Designing a Voice Over IP Solution ..... 5.0

**Virtual Private Networks (e)**  
Virtual Private Network Solutions ..... 5.1

**Lightweight Directory Access Protocol (LDAP) (e)**  
LDAP Fundamentals ..... 3.0  
Designing and Maintaining LDAP Directory Services ..... 3.7

**Program Title**..... **Hrs**

**AVAYA**

**Avaya Certified Associate – Communications  
Networking (ACACN) (exam 132-S-100.1)**  
Internetworking Concepts and LAN Switching ..... 4  
LAN Technologies ..... 3.5  
ISDN, Frame Relay, X25 and ATM ..... 3.5  
Routing Protocols and TCP/IP ..... 4  
Microsoft Windows 2000: Network Protocols and Remote  
Access ..... 4  
Internet Fundamentals and Wireless LAN Technologies ..... 4.5  
Telephony Essentials ..... 4  
Signal Theory and Computer Telephony Integration ..... 4.3

**WIRELESS COMMUNICATIONS**

**Wireless LANs (e)(j)**  
Wireless LAN Technologies ..... 5.3

**Wireless Technologies (e) (j)**  
Wireless Communication Basics ..... 1.7  
1G and 2G Communication Systems ..... 4.7  
2.5G Communication Systems ..... 1.1  
3G Communication Systems ..... 1.3  
Alternative Access Methods in a Wireless Environment ..... 1.8  
Bluetooth and HomeRF ..... 2.3

**Wireless Networking Basics for the Home and Small  
Business (e) (a)**  
Getting Started with Wireless Networking ..... 1.0

**Wireless Home Networking (e) (a)**  
Getting Started with Wireless Home Networking ..... 1.0

**INTERNET AND NETWORK SECURITY**

**Security Principles**

**Net Safety (e) (j)**  
Network Security Issues ..... 3.5

**Security Solutions**

**Security+ (e)**  
(CompTIA exam ??)  
General Security Concepts ..... 6.0  
Communications Security ..... 6.0  
Infrastructure Security ..... 7.3  
Encryption Technologies ..... 4.9  
Operational and Organizational Security ..... 6.0

**Information System Security**  
(CISSP exam)(e) (j)  
Security Management and Operations Security Practices ..... 5.0  
Access Control and Physical Security ..... 4.3  
Cryptography and Network Security ..... 7.7  
Security Architecture and Applications Security ..... 3.0  
Business Continuity Planning, Law, and Ethics ..... 3.8



**Program Title ..... Hrs**

**SANS GSEC**  
 (exam GSEC) (e)  
 Networking Concepts..... 2.9  
 TCP/IP, Routing and Host Security ..... 3.8  
 Network Security Overview ..... 3.1  
 Information Warfare and Web Security..... 3.0  
 Internet Security Technologies, Network Vulnerabilities ..... 2.6  
 Intrusion Detection and Risk Management ..... 3.7  
 Introducing Encryption and Cryptography..... 3.3  
 PKI and Steganography ..... 2.3  
 Secure Communications ..... 2.7  
 Wireless Security..... 2.3  
 Windows Security ..... 3.7  
 Windows XP Security and IIS Security..... 2.5  
 Backing up Windows and UNIX ..... 1.9  
 Managing Software, System Services and Auditing ..... 3.8  
 UNIX Security ..... 3.0

**Security Procedures**

**Securing Networked Information I**  
 (CIW exam 1D0-470a)(e) (j)  
 Introduction to Security in Networked Environments..... 3.4  
 Encryption Technologies ..... 4.9  
 Firewalls and VPNs..... 3.3

**Securing Networked Information II**  
 (CIW exam 1D0-470b) (e) (j)  
 Securing Access to Networks ..... 2.7  
 Operating System and File Security Issues..... 4.3  
 Intrusion Detection and Response in Networked  
 Environments ..... 4.0  
 Security Analysis and Auditing in Networked Environments .. 5.0

**CISCO**

**Routing and Switching Implementation – CCNA/CCNP**

**Cisco Certified Network Associate (CCNA)**

**CCNA Basics**  
 (exam 640-607)(e) (j)  
 Introduction to Internetworking..... 4.3  
 OSI Lower Layers ..... 5.7  
 OSI Layer 3 ..... 5.0  
 OSI Upper Layers ..... 2.3

**Cisco: Interconnecting Cisco Network Devices (ICND)**  
**(e) (j)**  
*Logilent Hands-on Labs (ICND) Available*  
 Interconnecting Cisco Network Devices – Introduction ..... 3.3  
 Getting Started with Cisco Networks ..... 6.1  
 Interconnecting Catalyst Switches in Cisco Networks..... 3.8  
 Interconnecting Networks with TCP/IP..... 3.5  
 Routing Protocols and Access Lists in Cisco Networks..... 5.6  
 Configuring Novell IPX in Cisco Networks ..... 3.3  
 Extending the Network to WANs Using Cisco  
 Network Devices ..... 4.7  
 ICND Appendices..... 1.2

**Program Title..... Hrs**

**\*Cisco: Interconnecting Cisco Network Devices 2.0 (ICND) (e) (j)**  
*\*Logilent Hands-on Labs (ICND) will be available*  
 \*Cisco IOS Device Configuration and Management ..... 5.1  
 \*Interconnecting Catalyst Switches ..... 4.2  
 \*Determining IP Routes ..... 5.8  
 \*Network Traffic Management..... 3.8  
 \*WAN Interconnection ..... 5.9

**Cisco Certified Network Professional (CCNP)**

**Cisco: Building Scalable Cisco Internetworks (BSCI)**  
 (exam 640-901) (e) (j)  
*Logilent Hands-on Labs (BSCI) Available*  
 Introduction to Building Scalable Cisco Internetworks..... 4.3  
 Configuring EIGRP in Cisco Networks ..... 4.3  
 OSPF in a Single Area and OSPF in Multiple Areas ..... 6.5  
 Configuring the IS-IS Protocol in a Cisco Network..... 2.6  
 Optimizing Routing Update Operation in a Cisco  
 Network..... 3.4  
 Configuring and Implementing BGP in Cisco Networks ..... 5.3  
 BSCI Appendices ..... 3.5

**Cisco: Building Cisco Multilayer Switched Networks (BCMSN)**  
 (exam 640-604) (e) (j)  
*Logilent Hands-on Labs (BCMSN) Available*  
 The Switched Campus Network..... 7.0  
 Defining Common Workgroups for Switched Networks ..... 3.3  
 Bridging and Inter-VLAN Routing..... 5.0  
 MLS and Fault Tolerant Routing ..... 4.7  
 Multicasting in Cisco Multilayer Switched Networks..... 5.3  
 Controlling Access to the Campus Network..... 2.0  
 BCMSN Appendices ..... 1.7

**Cisco: Building Cisco Remote Access Networks (BCRAN)**  
 (exam 640-605) (e) (j)  
*Logilent Hands-on Labs (BCRAN) Available*  
 Building Remote Access Networks Introduction ..... 3.6  
 Enabling On-Demand Connections to the Central Site in  
 A Cisco Network..... 5.8  
 Enhancing On-Demand Connectivity in Cisco Networks ..... 5.3  
 Cisco 700 Series Routers..... 2.7  
 Enabling Permanent Connections to the Central Site in  
 A Cisco Network..... 6.0  
 Address Translation and Access Control for Cisco  
 Networks ..... 2.4  
 BCRAN Appendix ..... 0.3

**Cisco: Internetwork Troubleshooting (CIT)**  
 (exam 640-606) (e) (j)  
*Logilent Hands-on Labs (CIT) Available*  
 Cisco Internetwork Troubleshooting – Introduction..... 4.2  
 Applying Cisco Troubleshooting Tools..... 5.3  
 Diagnosing and Correcting Campus Problems in a  
 Cisco Internetwork ..... 4.1  
 Diagnosing and Correcting Switch and VLAN Problems  
 In a Cisco Internetwork ..... 4.3  
 Diagnosing and Correcting WAN Problems in a Cisco  
 Internetwork..... 4.5  
 CIT Appendices..... 8.9

Program Title ..... Hrs

**Routing and Switching Design – CCDA/CCDP**

**Cisco Certified Design Associate (CCDA)**

**Cisco: Designing Cisco Networks (DCN) (e) (j)**  
(exam 640-441)

- Characterizing an Existing Network..... 2.4
- Extracting New Customer Requirements for  
  Designing Cisco Networks ..... 2.0
- Designing the Topology of Cisco Networks..... 2.5
- Provisioning LAN Hardware and Media for  
  Cisco Networks..... 2.8
- Provisioning WAN Hardware and Media for  
  Cisco Networks..... 2.3
- Designing a Layer 3 Addressing and Naming Model  
  For Cisco Networks ..... 2.1
- Selecting Routing and Bridging Protocols for  
  Cisco Networks..... 2.7
- Provisioning Software Features for Cisco Networks ..... 1.9
- Selecting a Network Management Strategy for  
  Cisco Networks..... 2.3
- The Design Document and Validating Cisco Network  
  Design..... 2.8

**Cisco Certified Design Professional (CCDP)**

**Cisco: Building Scalable Cisco Internetworks (BSCI)**  
(exam 640-901) (e) (j)

*Logilient Hands-on Labs (BSCI) Available*

- Introduction to Building Scalable Cisco Internetworks ..... 4.3
- Configuring EIGRP in Cisco Networks..... 4.3
- OSPF in a Single Area and OSPF in Multiple Areas..... 6.5
- Configuring the IS-IS Protocol in a Cisco Network ..... 2.6
- Optimizing Routing Update Operation in a Cisco  
  Network ..... 3.4
- Configuring and Implementing BGP in Cisco Networks..... 5.3
- BSCI Appendices..... 3.5

**Cisco: Building Cisco Multilayer Switched Networks (BCMSN)**  
(exam 640-604) (e) (j)

*Logilient Hands-on Labs (BCMSN) Available*

- The Switched Campus Network ..... 7.0
- Defining Common Workgroups for Switched Networks..... 3.3
- Bridging and Inter-VLAN Routing..... 5.0
- MLS and Fault Tolerant Routing..... 4.7
- Multicasting in Cisco Multilayer Switched Networks ..... 5.3
- Controlling Access to the Campus Network ..... 2.0
- BCMSN Appendices..... 1.7

**Cisco: Building Cisco Remote Access Networks (BCRAN)**  
(exam 640-605) (e) (j)

*Logilient Hands-on Labs (BCRAN) Available*

- Building Remote Access Networks Introduction..... 3.6
- Enabling On-Demand Connections to the Central Site in  
  A Cisco Network ..... 5.8
- Enhancing On-Demand Connectivity in Cisco Networks..... 5.3
- Cisco 700 Series Routers ..... 2.7

Program Title..... Hrs

**Cisco: Building Cisco Remote Access Networks (BCRAN) (Continued)**

- Enabling Permanent Connections to the Central Site in  
  A Cisco Network..... 6.0
- Address Translation and Access Control for Cisco  
  Networks ..... 2.4
- BCRAN Appendix ..... 0.3

**Cisco: Internetwork Troubleshooting (CIT)**  
(exam 640-606) (e) (j)

*Logilient Hands-on Labs (CIT) Available*

- Cisco Internetwork Troubleshooting – Introduction..... 4.2
- Applying Cisco Troubleshooting Tools ..... 5.3
- Diagnosing and Correcting Campus Problems in a  
  Cisco Internetwork ..... 4.1
- Diagnosing and Correcting Switch and VLAN Problems  
  In a Cisco Internetwork ..... 4.3
- Diagnosing and Correcting WAN Problems in a Cisco  
  Internetwork..... 4.5
- CIT Appendices..... 8.9

**Cisco: Internetwork Design (CID)**  
(exam 640-025)

- Internetworking and Campus LAN Design ..... 4
- TCP/IP Network Design ..... 4
- TCP/IP Routing Protocols ..... 4
- Desktop Protocol Design ..... 3
- WAN Design ..... 3
- WAN Protocols ..... 3
- SNA and Remote Access ..... 4

**Cisco: Installation and Maintenance of Cisco Routers (IMCR)**

- Fundamentals of Cisco Router Configuration ..... 4
- Installation and Maintenance Procedures ..... 3
- The 2500 and 3600 Series ..... 4
- Installing and Maintaining the 4000 Series ..... 3
- Installing and Maintaining the 7000 Series ..... 4
- Installing and Maintaining the 7500 Series ..... 4
- The 7200 Series and 7000 Family IPs ..... 4
- Installing and Maintaining the 12000 Series I ..... 3
- Installing and Maintaining the 12000 Series II ..... 3
- Router and Route Switch Modules ..... 3

**WAN Technologies II**  
(exam 1M0-001 Part F)

- B-ISDN: Architecture and Channels ..... 4
- B-ISDN: Networks and Protocols ..... 4
- Introducing ISDN ..... 3
- ISDN Protocols ..... 3
- ISDN D-Channel Protocols ..... 3

**Network Security**  
(exam 1M0-201)

- Internet Security - An Overview ..... 4
- Internet Security: Cryptography ..... 5
- Internet Security: Public Key Infrastructure ..... 4
- Internet Security: Secure Communications ..... 4
- Internet Security: Secure Web Commerce ..... 3
- Internet Security: Internet Site Security ..... 4

**Program Title ..... Hrs**

**Network Security (Continued)**  
 Internet Security: Firewall Principles ..... 4  
 Multi-Tier Virus Protection ..... 4  
 The Point-to-Point Protocol (PPP) ..... 4

**Telecommunications**  
 (exam 1M0-301)  
 Telecommunications Techniques ..... 4  
 Packetized Voice Networking ..... 4  
 Voice over IP ..... 4  
 Computer Telephony Integration I ..... 3  
 Computer Telephony Integration II ..... 3  
 Signaling System 7 (SS7) ..... 4

**DSL Theory, Standards and Protocols**  
 (exam 1M0-401)  
 Introducing xDSL ..... 3  
 Residential Broadband Networking with Universal ADSL ..... 4

**ATM Fundamentals**  
 (exam 1M0-801)  
 ATM Principles ..... 4  
 ATM Networking ..... 4  
 ATM Architecture and Protocols ..... 4  
 Fast Packet Technologies ..... 4

**Frame Relay Fundamentals**  
 (exam 1M0-901)  
 Frame Relay: Concepts and Operation ..... 4  
 Frame Relay: Protocols and Implementation ..... 4

**OTHER RELATED CONTENT (Z)**

**Microsoft Networking Essentials**  
 (course 578)  
 Network Types ..... 3  
 Network Linkage ..... 3  
 Network Adapter Cards ..... 3  
 Networking Models and Drivers ..... 3  
 Data Transmission ..... 5  
 Network Architectures ..... 4  
 Network Operating Systems ..... 3  
 Implementing Network Applications ..... 3  
 Administration Issues ..... 3  
 Data Security ..... 3  
 Data Integrity ..... 3  
 WAN Components ..... 3  
 WAN Transmission Principles ..... 3  
 Advanced WAN Technologies ..... 4  
 Network Troubleshooting ..... 4

**Internetworking Support/i-Net+**  
 (CompTIA exam 1K0-001)  
 The Internet and the World Wide Web ..... 5  
 The TCP/IP Protocol Suite ..... 4  
 Working with TCP/IP ..... 6  
 Internet Protocols ..... 4  
 Network Fundamentals ..... 4  
 Internet Security: An Overview ..... 4

**Program Title..... Hrs**

**Internetworking Support/i-Net+ (Continued)**  
 Web Development ..... 3  
 Web Programming Languages and Databases ..... 5  
 Internet, Intranet, and Extranet Technologies ..... 4

**Intel**  
 Desktop PC Fundamentals ..... 5  
 Desktop Boxed Products ..... 4  
 Server Fundamentals ..... 4  
 Server Boxed Products ..... 4  
 Ethernet Fundamentals ..... 4  
 Client and Server NICs ..... 3  
 Print Servers ..... 3  
 Stackable Hubs ..... 3  
 Bridging and Switching ..... 3  
 Client/Server Management Fundamentals ..... 4  
 Client/Server Management Technologies ..... 4  
 Desktop/Server Design Approach ..... 3  
 Designing for Management and Support ..... 4  
 Network Considerations and Blueprint Documents ..... 2  
 Network Product Overview ..... 4  
 Network Design Methodology ..... 4

**Cisco: Building Scalable Cisco Networks (BSCN) (e) (j)**  
*Logilent Hands-on Labs (BSCN) Available*  
 An Introduction to Building Scalable Cisco Networks ..... 5.0  
 OSPF in Single and Multiple-Area Cisco Networks ..... 7.4  
 Implementing EIGRP Cisco Networks ..... 4.6  
 Configuring and Implementing BGP in a Cisco Network ..... 5.6  
 Optimizing Routing Updates Operation in Cisco  
 Networks ..... 3.7  
 Implementing Scalability Features in Cisco Networks ..... 1.9  
 BSCN Appendices ..... 3.0

**Cisco: Internetworking Technologies Multimedia (ITM)**  
 Internetworking Overview and LAN Protocols ..... 4  
 WAN Technologies ..... 4  
 Bridging and Switching ..... 4  
 Routed Protocols ..... 4  
 Routing Protocols ..... 4  
 Network Management ..... 3

**Cisco: Interconnecting Cisco Network Devices (ICND)**  
 (exam 640-607)  
*Logilent Hands-on Labs (ICND) Available*  
 Internetworking Overview I ..... 3  
 Internetworking Overview II ..... 3  
 Internetworking Concepts and Devices ..... 3  
 Cabling Devices and Switch Configuration ..... 4  
 Router Configuration Basics ..... 4  
 Device and Configuration Management ..... 3  
 Catalyst Switching and VLANs ..... 3  
 TCP/IP Internetworking ..... 3  
 IP Routing ..... 5  
 IP Access Lists ..... 3  
 IPX ..... 3  
 Serial and Frame Relay Connections ..... 3  
 ISDN Connections ..... 3

**Program Title ..... Hrs**

**Cisco: Building Scalable Cisco Networks (BSCN)**

*Logilent Hands-on Labs (BSCN) Available*

- Routing Principles ..... 3
- Extending IP Addresses ..... 3
- Configuring OSPF in a Single Area ..... 3
- Interconnecting Multiple OSPF Areas ..... 3
- Configuring EIGRP ..... 3
- Configuring Basic Border Gateway Protocol ..... 3
- Implementing BGP in Scalable Networks ..... 3
- Optimizing Routing Update Operation ..... 3
- Policy-based Routing ..... 2

**Cisco: Building Cisco Multilayer Switching Networks (BCMSN)**

*Logilent Hands-on Labs (BCMSN) Available*

- Campus Networks ..... 4
- Building the Campus Network ..... 3
- VLANs ..... 5
- Bridging and Inter-VLAN Routing ..... 5
- Multilayer Switching ..... 4
- Fault-Tolerant Routing ..... 2
- IP Multicast ..... 3
- Configuring IP Multicast ..... 2
- Campus Network Access Control ..... 2

**Cisco: Building Cisco Remote Access Networks (BCRAN)**

*Logilent Hands-on Labs (BCRAN) Available*

- Remote Access Network Solutions ..... 4
- Configuring Asynchronous Connections to a Central Site with Modems ..... 4
- Configuring Network Access with PPP ..... 3
- Configuring ISDN and DDR to Enhance Remote Connectivity ..... 4
- Optimizing DDR Operation ..... 3
- The 700 Series Router ..... 3
- Using X.25 for Remote Access ..... 2
- Frame Relay and Traffic Flow ..... 4
- Queuing and Compression ..... 3
- Address Translation and Access Control Solutions ..... 2

**Cisco: Internetwork Troubleshooting (CIT)**

*Logilent Hands-on Labs (CIT) Available*

- Troubleshooting Methodology and Targets ..... 3
- Applying Cisco Troubleshooting Tools ..... 4
- Diagnosing and Correcting Campus Problems ..... 4
- Diagnosing and Correcting Catalyst Problems ..... 4
- Troubleshooting VLANs on Routers and Switches ..... 3
- Diagnosing and Correcting WAN Problems ..... 4
- Diagnosing and Correcting Novell and AppleTalk Problems ..... 3

**Cisco: Designing Cisco Networks (DCN) (exam 640-441)**

- CCDA Role in Identifying Customer Needs ..... 3
- Designing the Network Structure ..... 3
- Provisioning Hardware and Media for LANs and WANs ..... 3
- Network Addressing, Naming, and IOS Features ..... 3
- Routing and Bridging Protocols ..... 3
- Management, Design and Testing ..... 3

**Program Title..... Hrs**

**Cisco IOS 11.3 ICRC**

- Internetworking Overview I ..... 3
- Internetworking Overview II ..... 3
- Router Configuration Basics ..... 4
- TCP/IP Addressing and Cisco Routers ..... 4
- TCP/IP Routing Protocols and Cisco Routers ..... 3
- Implementing Distance Vector Routing Protocols ..... 4
- IPX Overview and Addressing on Cisco Routers ..... 3
- AppleTalk Overview and Addressing on Cisco Routers ..... 3
- Implementing Routing for AppleTalk on Cisco Routers ..... 3
- Banyan VINES Configuration on Cisco Routers ..... 4
- DECnet Configuration on Cisco Routers ..... 4
- Managing Traffic and Access ..... 3
- WAN Connections on Cisco Routers ..... 2
- X.25 Configuration on Cisco Routers ..... 4
- Frame Relay Configuration on Cisco Routers ..... 4
- Cisco LAN Switching Fundamentals ..... 4

**Cisco IOS 11.3 ACRC**

- Scalable Internetworking ..... 4
- OSPF Configuration in a Single Area ..... 3
- Large-Scale OSPF Networking ..... 3
- Implementing Enhanced IGRP on Cisco Routers ..... 4
- Implementing BGP and Routing Optimization ..... 3
- Managing IP Traffic on Cisco Routers ..... 3
- Implementing NLSP and IPXWAN ..... 3
- Managing IPX and AppleTalk Traffic on Cisco Routers ..... 3
- WAN Connectivity and Cisco Routers ..... 4
- Dial-on-Demand Configuration on Cisco Routers ..... 4
- Customizing Dial-on-Demand Configuration on Cisco Routers ..... 3
- Transparent and Source-Route Bridging on Cisco Routers ..... 3
- Advanced Bridging Options on Cisco Routers ..... 5

**Internetworking Essentials**

(exam 1M0-001 Part A)

- Fundamentals of Internetworking ..... 5
- Internetworking: Essentials ..... 4
- Internetworking: Devices ..... 4
- Internetworking: Bridging Protocols ..... 4
- Data Communications: Networks and Standards ..... 5
- Data Communications: Signals and Systems ..... 5
- Telecommunications Essentials ..... 4
- Protocol Layers and the OSI Model ..... 5
- Introduction to Common Networking Protocols ..... 5
- LAN Fundamentals ..... 3

**WAN Technologies I**

(exam 1M0-001 Part B)

- WAN Technologies ..... 4
- Analog Networks ..... 4
- Modem and Interface Testing ..... 4
- Packet Switching WANs ..... 4

**LAN Technologies**

(exam 1M0-001 Part C)

- Enterprise Operating System Principles ..... 5
- Enterprise Operating System Technologies ..... 4
- LAN Media and Components ..... 4
- LAN Topologies and Techniques ..... 4

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**LAN Technologies (Continued)**  
Wireless LAN Technologies (not part of exam)..... 5

**Network Operations and Protocols**  
IEEE and the 802.2 LLC ..... 4  
IEEE Ethernet, Fast Ethernet, and Gigabit Ethernet ..... 5

**Routed Network Protocols II**  
(exam 1M0-001 Part D)  
TCP/IP Architecture and Routing ..... 5  
TCP/IP Protocols ..... 6  
TCP/IP Management: SNMP ..... 5  
TCP/IP Applications ..... 4  
OSI Model: Fundamentals ..... 4  
OSI Model: Lower Layers ..... 4  
OSI Model: Upper Layers ..... 5

**Routing, Bridging, and Switching**  
(exam 1M0-001 Part E)  
Internetworking: Virtual LANs ..... 4  
Routing Fundamentals ..... 4  
Routing Protocols: NetWare RIP and NLSP Routing ..... 4  
Routing Protocols: RIP, EGP and BGP ..... 4  
Routing Protocols: Link-State Routing with OSPF ..... 4

**Internetworking Principles**  
Fundamentals of Internetworking ..... 5  
Internetworking: Essentials ..... 4  
Internetworking: Devices ..... 4  
Internetworking: Bridging Protocols ..... 4  
Data Communications: Networks and Standards ..... 5  
Telecommunications Essentials ..... 4  
Telecommunications Techniques ..... 4  
Protocol Layers and the OSI Model ..... 5  
Introduction to Common Networking Protocols ..... 5  
LAN Fundamentals ..... 3

**Routed Network Protocols I**  
Open Systems Standards I ..... 4  
Open Systems Standards II ..... 4  
AppleTalk Protocols ..... 4  
IEEE 802.5 Token Ring ..... 4  
FDDI, ATM and High-Speed LANs ..... 3

**Routed Network Protocols III**  
TCP/IP for UNIX Users ..... 6  
Introduction to TCP/IP ..... 3  
Internet Protocol ..... 3  
TCP, UDP and Gateway, and Routing Protocols ..... 3  
SNA Networking ..... 4  
SNA TCP/IP Integration ..... 4  
X.400 Protocols ..... 5  
X.500 Protocols ..... 3  
FTAM ..... 4  
Personal Communications Services ..... 5  
Wireless E-services and WAP ..... 3  
SONET and SDH ..... 4  
SMDS, MANs and Fiber Networks ..... 4  
Introduction to X.25 Networking ..... 4  
X.25 Protocols and Operation ..... 4

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**Network Management and Security**  
Management and Security ..... 4  
Managing LANs ..... 4  
Troubleshooting LANs ..... 4  
TCP/IP Management: SNMP ..... 6  
TIBCO TIB/Rendezvous 4.0: Concepts and Technologies ..... 4

**Internet Security**  
Internet Security - An Overview ..... 4  
Cryptography ..... 5  
Public Key Infrastructure ..... 4  
Secure Communications ..... 4  
Secure Web Commerce ..... 3  
Internet Site Security ..... 4  
Firewall Principles ..... 4  
Multi-Tier Virus Protection ..... 4  
IBM: AS/400 Security ..... 5  
IBM: OS/390 Security ..... 4  
Cisco Security Solutions ..... 4  
Cisco Routers, Firewalls, and Perimeter Security ..... 4  
Network Associates AntiVirus Software Solutions ..... 5  
IBM: SecureWay Solutions ..... 4  
IBM: SecureWay Technologies and Services ..... 4

**Novell Networking Technologies**  
(course 565)  
Concepts and Services ..... 3  
Transmission Media ..... 4  
Network Devices ..... 3  
The OSI Model Part I ..... 4  
The OSI Model Part II ..... 5  
Connectivity ..... 3  
LAN and WAN Protocols ..... 5  
Network Addressing ..... 3  
IPX and TCP/IP Routing ..... 3

**Novell NetWare 5.0 CNE**  
**Novell NetWare 5 Administration**  
(course 560)  
Introduction ..... 3  
Installing the Server and Client ..... 3  
Setting Up and Managing User Accounts ..... 4  
Printing with Novell Distributed Print Services ..... 3  
File System Management ..... 3  
File System Security Management ..... 4  
Creating Login Scripts ..... 3  
NDS Security Management ..... 3  
Managing with Z.E.N.works 1 ..... 4  
Managing with Z.E.N.works 2 ..... 5

**Novell NetWare 5 Advanced Administration**  
(course 570)  
Upgrading to NetWare 5 ..... 3  
The Server Console ..... 3  
Network Printing and the File System ..... 4  
Backing Up Servers and Workstations ..... 3  
Optimizing the Network and Server ..... 3  
Using DNS/DHCP Services ..... 3  
Installing a Web Server and an FTP Server ..... 5  
Securing and Maintaining NDS ..... 3  
Server Remote Access and Mobile Clients ..... 5

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**Novell NDS Design and Implementation**  
(course 575)  
Designing an NDS Tree ..... 4  
Partition and Replica Strategies ..... 4  
Time Synchronization ..... 3  
Planning the User Environment ..... 4  
NDS Operations ..... 3

**Novell NetWare 5 Integrating NetWare and Windows NT**  
(course 555)  
Fundamentals ..... 3  
Networking ..... 3  
Server Networking ..... 3  
Managing Security and Multiple Domains ..... 4  
Integration ..... 4

**Novell NetWare 4.11 to 5 Update**  
(course 529)  
New Features in NetWare 5 ..... 5  
Upgrading and Migrating to NetWare 5 ..... 4  
NetWare DNS/DHCP Services ..... 5  
Netscape FastTrack Server for NetWare ..... 3  
Novell Distributed Print Services ..... 3  
Managing Workstations with Z.E.N.works 1 ..... 4  
Managing Workstations with Z.E.N.works 2 ..... 5

**Novell intraNetWare - NetWare 4.11 CNE**  
**intraNetWare - NetWare 4.11 Administration**  
(course 520)  
Introducing NetWare 4.11 ..... 4  
Accessing File and Print Services ..... 4  
Configuring User Accounts ..... 4  
Configuring the NetWare File System ..... 4  
Configuring File Systems Security ..... 4  
Configuring Server and Print Services ..... 4  
Automating the User Environment ..... 4  
Managing NDS Security ..... 4  
The Directory Tree and Resource Access ..... 4  
Performing Administrative Tasks ..... 4

**intraNetWare - NetWare 4.11 Advanced Administration**  
(course 525)  
Server Administration and NDS Design ..... 4  
NDS Security ..... 3  
Partitions and Replicas ..... 3  
Time Synchronization and Advanced NDS Design ..... 4  
Maintenance and Troubleshooting ..... 3  
Optimizing the Network and Server ..... 4  
Managing the NetWare 4.11 Environment ..... 3

**intraNetWare - NetWare 4.11 Installation and Configuration**  
(course 804)  
Upgrading ..... 4  
Simple Installation ..... 4  
Custom Installation ..... 3  
Configuring ..... 5  
Monitoring Performance ..... 4  
Managing the System ..... 4

**Program Title..... Hrs**

**intraNetWare - NetWare 4.11 Design and Implementation**  
(course 532)  
Determining the Project Approach ..... 4  
Designing the Directory Tree ..... 3  
Partitions and Replica Strategies ..... 3  
Time Synchronization and Migration Strategies ..... 3  
Creating an Accessibility Plan and an Implementation Schedule ..... 3  
Designing Additional Scenarios ..... 6

**Building Intranets with intraNetWare**  
(course 540)  
Understanding TCP/IP ..... 3  
Creating Intranet Servers ..... 3  
Using the IPX/IP Gateway ..... 3  
Using Novell FTP Services ..... 3

**NetWare 4.1 to 4.11 Update**  
New Features in NetWare 4.11 ..... 4  
Moving to NetWare 4.11 ..... 4

**Novell intraNetWare - Integrating Windows NT and intraNetWare**  
Windows NT Fundamentals ..... 3  
Windows NT Networking ..... 3  
Windows NT Server Networking ..... 3  
Managing Security and Multiple Domains ..... 4  
Integrating IntranetWare and Windows NT Workstations ..... 4  
Integrating IntranetWare and Windows NT Domains ..... 3

**Novell Internet Technologies**  
**Understanding and Applying Internet Concepts**  
The Basics ..... 4  
Connecting to the Net ..... 4

**Internet Business Strategies**  
(course 600)  
Designing a Business Plan ..... 4  
Implementing a Business Plan ..... 4

**Web Authoring and Publishing**  
(course 654)  
HTML Documents ..... 4  
Web Site Presentation ..... 4  
Building Fill-in Forms ..... 4  
Web Tools ..... 4

**Advanced Web Authoring**  
(course 655)  
SSI ..... 4  
CGI and PERL ..... 4  
JavaScript ..... 4  
Java ..... 4

**Web Server Management**  
(course 656)  
Introduction to Internet Services ..... 4  
Web Connectivity ..... 4  
Installing the NetWare Web Server ..... 4

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**Web Server Management (Continued)**

Managing the NetWare Web Server ..... 4  
 IPX/IP Gateway ..... 4

**NetWare 5 Service and Support**

(course 580)  
 Using Research Tools and Troubleshooting the  
 Novell Client ..... 3  
 Cabling and Network Boards ..... 3  
 Network Types ..... 5  
 Network Storage Devices I ..... 3  
 Network Storage Devices II ..... 3  
 Troubleshooting Network Printing ..... 4  
 Troubleshooting the Server ..... 3

**intraNetWare-NetWare Service and Support**

(course 801)  
 Principles of Service and Support ..... 4  
 Research Tools ..... 4  
 Network Cabling ..... 5  
 Network Boards ..... 4  
 Storage Devices I ..... 4  
 Storage Devices II ..... 4  
 The intraNetWare Client ..... 4  
 Troubleshooting the Workstation ..... 4  
 The Server and the Network I ..... 4  
 The Server and the Network II ..... 4  
 Network Printing I ..... 4  
 Network Printing II ..... 4

**Novell BorderManager**

(course 770)  
 Overview and Installation ..... 3  
 Configuring Packet Filtering ..... 4  
 Configuring Network Address Translator ..... 3  
 Configuring the IP Gateway ..... 4  
 Proxy Cache Services ..... 5  
 Building your own Virtual Private Network ..... 5

**SOFTWARE DEVELOPMENT**

**SOFTWARE DEVELOPMENT PRINCIPLES**

**Software Programming Fundamentals (e) (j)**

Getting Started with Programming ..... 3.0  
 Designing Programs ..... 3.2

**Programming Basics**

GUI Design Fundamentals ..... 4  
 Web-Based Interface Design ..... 4  
 ANSI C Programming: Introducing C ..... 4  
 Principles of OOP: I ..... 6  
 Principles of OOP: II ..... 6  
 Object-Oriented Analysis – Objects and Classes ..... 5  
 Object-Oriented Analysis - Dynamic Modeling ..... 6  
 Object-Oriented Design ..... 3  
 C++ Programming: Structured Programming ..... 4  
 Distributed Component Principles and Technologies ..... 3  
 Microsoft ActiveX Technologies ..... 3

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**Design Methodology**

**OOAD with the UML by Rational**  
 (exams IBM486, 1Z0-513, IBM404)

Fundamentals ..... 3  
 Exploring System Behavior ..... 3  
 Finding Classes ..... 4  
 Analyzing the System ..... 4  
 System and Object Behavior ..... 4  
 Designing the System ..... 3  
 Design and Implementation Issues ..... 3

**Rational Rose 98 by Rational**

Rational Rose 98: Fundamentals ..... 4  
 Rational Rose 98: Enhanced Features ..... 4

**SOFTWARE DEVELOPMENT TOOLS**

**Rational Rose 2001 by Rational (e) (j)**

Fundamentals of Rational Rose 2001 ..... 3.9  
 Enhanced Features of Rational Rose 2001 ..... 4.2

**Lotus Domino 6: New Features (e) (j)**

New System Administration and Application Development  
 Features in Domino 6 ..... 3.1

**Lotus Domino R6 - Application Update**

(exam 601)  
 Application Design Enhancements ..... 2.0  
 Programming Enhancements ..... 1.8  
 Application Management and Implementation ..... 0.9

**JAVA**

**Java 2 Programming**

(exams IBM089, 310-025) (e) (j)

Java 2 Language Basics ..... 4.3  
 Creating Classes in Java 2 ..... 3.9  
 Java 2 Language Features ..... 2.5  
 Core Java 2 Utilities ..... 3.7  
 Introduction to Creating GUIs in Java 2 ..... 3.5

**Java 2 Programming: : Overview of the J2EE**

**Architecture**

(course OB74) (exams IBM482, 1Z0-504) (e) (j)  
 J2EE Architecture ..... 4.3

**Java 2 Programming: Enterprise JavaBeans**

(course OB74) (exams IBM482, 1Z0-504) (e) (j)

Developing EJBs ..... 3.7  
 Persistence and Transactional Issues Affecting EJBs ..... 2.7

**Java 2 Programming: J2EE Support Technologies**

(course OB74) (exams IBM482, 1Z0-504) (e) (j)

Java Database Connectivity ..... 5.3  
 RMI and the Java Message Service ..... 5.2  
 CORBA and the Java IDL ..... 5.5

**Program Title** ..... **Hrs**

**Java 2 Programming: Client Development, Application Development, and Security**

(course OB74) (exams IBM482, 1Z0-504) (e) (j)  
Developing J2EE Clients ..... 2.0  
Packaging and Deploying J2EE Applications ..... 1.7  
Java 2 Security Features ..... 3.0

**Java 2 Programming: : Servlets and JSPs**

(course ?) (exams ?) (e) (j)  
Developing Servlets ..... 4.7  
Developing JSPs ..... 2.3

**\*Java 2 Programming: Web Services**

(course ?) (exams ?) (e) (j)  
Web Services ..... tbd  
Developing Servlets ..... tbd  
Developing JSPs ..... tbd

**Java 2**

(exams IBM089, 310-025)  
Language Basics ..... 4  
Creating Classes ..... 4  
Language Features ..... 4  
Core Utilities ..... 4  
Introduction to Creating GUIs ..... 4

**Java Enterprise Connectivity**

(course OB74) (exams IBM482, 1Z0-504)  
Swing and the JFC ..... 4  
Java Database Connectivity (JDBC) ..... 4  
Remote Method Invocation (RMI) and Serialization ..... 4  
CORBA and the Java IDL ..... 4  
Servlets ..... 4  
Enterprise Java Beans (EJB) ..... 4  
Security Features ..... 3

**MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS**

**Microsoft .NET for IT Professionals (e) (j)**

What Microsoft .NET Means for IT Professionals ..... 5.0

**Microsoft .NET for Developers (e) (j)**

Introducing Microsoft .NET ..... 4.5

**Microsoft .NET for Developers: C# for C++ Developer**

(course nnnn) (exam 70-nnn) (e) (j)  
Inside C# ..... 6.5  
Programming C# for the C++ Developer ..... 7.6

**Microsoft .NET: C# for the Visual Basic 6.0 Developer**

(course nnnn) (exam 70-nnn) (e) (j)  
Beginning C# ..... 7.3  
Programming C# for the VB6 Developer ..... 7.8

**Program Title**..... **Hrs**

**Microsoft .NET for Developers: Visual Basic .NET for the VB6 Developer**

(course nnnn) (exam 70-nnn) (e) (j)  
Moving to Visual Basic .NET ..... 5.3  
Advanced Language Features of Microsoft VB.NET ..... 5.3  
Windows Forms and ASP.NET ..... 4.7

**Microsoft .NET for Developers: Starting ASP.NET in Visual Basic**

(course nnnn) (exam 70-nnn) (e) (j)  
Introduction to ASP.NET ..... 2.7  
Building ASP.NET Applications ..... 6.3  
Advanced ASP.NET ..... 5.8

**Microsoft .NET for Developers: Building XML Web Services (e) (j)**

XML Web Services and Microsoft.NET ..... 3.2  
Building Web Services and Web Service Clients with Microsoft.NET ..... 2.7

**Microsoft .NET for Developers: ADO.NET with VB.NET (e) (j)**

ADO.NET Connections and Commands ..... 4.3  
Building ADO.NET DataSets ..... 4.2  
Advanced ADO.NET Programming ..... 4.7

**\*Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Applications in VB.NET (e) (j)**

Testing and Instrumenting Applications in VB.NET ..... 5.0  
Application Maintenance and Optimization in VB.NET ..... 2.3

**\*Microsoft .NET for Developers: Testing, Debugging and Maintaining Windows Applications in C# (e) (j)**

Testing and Instrumenting Applications in C# ..... 5.0  
Application Maintenance and Optimization in C# ..... 2.3

**\*Microsoft .NET for Developers: Configuration and Security with VB.NET (e) (j)**

Assemblies and Configuration in VB.NET ..... 3.3  
Security in VB.NET ..... 5.7

**\*Microsoft .NET for Developers: Configuration and Security with C# (e) (j)**

Assemblies and Configuration in C# ..... 3.3  
Security in C# ..... 5.7

**Microsoft .NET for Developers: Windows-based Application Deployment (e) (j)**

Application Deployment in .NET ..... 2.0  
Deployment of Windows-based .NET Applications ..... 6.2  
tbd .....



Program Title ..... Hrs

**MICROSOFT SOFTWARE DEVELOPMENT TOOLS**

**Microsoft Office 2000 Solution Development**  
(course 1301) (exam 70-091)  
Fundamentals ..... 4  
Building Applications ..... 4  
Developing Applications ..... 4  
Developing Excel Applications ..... 4  
Developing Word Applications ..... 4  
Expanding Your Solution ..... 4  
Advanced Solution Development ..... 4  
Developing with FrontPage ..... 4  
Designing and Deploying a Solution ..... 4

**Microsoft Solution Architectures**  
(courses 491, 1298) (exam 70-100)  
Solutions Life-Cycle Analysis Phase ..... 5  
Analysis and Design Techniques ..... 4  
Conceptual and Logical Design ..... 4  
Physical Design and User Interface ..... 4

**Microsoft Visual C++ 5.0: Developing MFC Applications**  
(course 789)  
Fundamentals ..... 4  
MFC Programming ..... 4  
User Interface Programming I ..... 5  
User Interface Programming II ..... 5  
Viewing and Storing Data ..... 4  
Database Applications ..... 4  
The Internet and ISAPI ..... 4  
ActiveX ..... 5  
Internet Applications ..... 4  
ATL COM ..... 5  
Painting and Printing ..... 3  
Application Deployment ..... 4

**Microsoft Visual Basic 6.0: Desktop**  
(course 1013) (exam 70-176)  
Controls ..... 4  
Forms, Controls, and Menus ..... 4  
Validation, Error Handling, and Help ..... 4  
Compilation and Debugging ..... 3  
Introduction to Data Access ..... 4  
Introduction to COM Components ..... 4  
Creating COM Components 1 ..... 4  
Creating COM Components 2 ..... 4  
Creating ActiveX Controls ..... 4  
Building Internet Applications ..... 3  
Installation and Deployment ..... 4

**Microsoft Visual Basic 6.0: Distributed**  
(courses 1013, 1016, 1298) (exam 70-175)  
Introduction to Enterprise Development ..... 4  
Microsoft Transaction Server (MTS) ..... 4  
Using MTS Services ..... 4  
Middle-Tier Data Access ..... 4  
Building SQL Stored Procedures ..... 4

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**GENERIC LANGUAGES**

**ANSI C Programming**  
Introducing C ..... 4  
Data Representation ..... 3  
Functions ..... 4  
Expressions ..... 4  
Flow Control ..... 3  
Text Processing ..... 4  
Processing Records ..... 3  
Pointers ..... 3  
The Standard Library and Preprocessor ..... 3

Principles of OOP: I ..... 6  
Principles of OOP: II ..... 6

**C++ Programming**  
Structured Programming ..... 4  
Classes and Data Abstraction ..... 4  
Manipulating Objects ..... 4  
Overloading ..... 4  
Files and Streams ..... 4  
Programming Techniques ..... 4

**COBOL Programming**  
Introducing COBOL ..... 4  
Structured Program Development ..... 3  
The DATA DIVISION ..... 4  
Statements and Editing Characters ..... 3  
Flow Control and Iteration ..... 4  
File Handling ..... 4  
Debugging and Testing ..... 3  
Advanced Programming ..... 4  
Report Writer ..... 3  
IBM Enterprise Operating Systems ..... 4

**OTHER RELATED CONTENT (Z)**

**Programming Fundamentals**  
Programming Fundamentals: Getting Started ..... 4  
Programming Fundamentals: Getting Started (Audio) ..... 4  
Programming Fundamentals: Designing Programs ..... 4  
Programming Fundamentals: Designing Programs (Audio) ..... 4  
Microsoft Windows NT Programming for UNIX  
Developers: Architecture ..... 5  
Microsoft Windows NT Programming for UNIX  
Developers: Application Development ..... 4  
Microsoft Windows NT Programming for UNIX  
Developers: The Porting Process ..... 5

**Microsoft Visual InterDev**  
Introducing Microsoft Visual InterDev ..... 3  
The Basics ..... 3  
Objects and ActiveX ..... 4  
Client-Side Scripting ..... 4  
Servers and Databases ..... 4  
Server-Side Objects ..... 4  
Advanced Development ..... 5  
Web Security ..... 3

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**Microsoft Windows Architecture**

Fundamentals ..... 4  
Advanced Features ..... 4  
Component Technologies ..... 3  
Database Technologies ..... 4  
Web Technologies ..... 4  
The User Interface ..... 4  
Tools and Methodologies ..... 4  
Designing Solutions ..... 3  
Implementing Solutions ..... 3

**Microsoft Visual Basic 5.0 Fundamentals**

(courses 872, 780)  
Basic Concepts ..... 4  
Forms, Variables, and Procedures ..... 5  
Testing and Debugging ..... 4  
Application Control ..... 5  
Developing Database Applications ..... 4  
Introducing ActiveX ..... 4

**Microsoft Visual Basic 5.0 Advanced Programming**

(courses 872, 780)  
Database Development ..... 4  
Using Dynamic-Link Libraries ..... 3  
Optimizing the Application ..... 4  
ActiveX Clients ..... 4  
ActiveX Code Components I ..... 5  
ActiveX Code Components II ..... 4  
Creating ActiveX Controls ..... 4  
Web Pages and ActiveX ..... 4  
ActiveX Documents ..... 4  
Creating Internet-Aware Applications ..... 5  
Using Objects ..... 5

**Fundamentals of Visual Basic 4.0**

Basic Concepts ..... 4  
Forms, Variables, and Procedures ..... 5  
Testing and Debugging ..... 3  
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Developing Database Applications ..... 4

**PowerBuilder 6.0**

The Basics ..... 4  
Working with Databases ..... 5  
DataWindow Fundamentals ..... 4  
Working with DataWindows ..... 3  
User Interface Elements ..... 4  
Implementing a User Interface ..... 5  
Object-Oriented Essentials ..... 3  
Object Types ..... 3

**Intermediate PowerBuilder 6.0**

DataWindow Architecture ..... 5  
Managing Input and Transactions ..... 5  
Building a DataWindow ..... 4  
Enhancing a DataWindow ..... 3  
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**Intermediate PowerBuilder 6.0 (Continued)**

Working with Objects ..... 4  
Object-Oriented Implementation ..... 4  
Applying Object-Oriented Techniques ..... 4

**Advanced PowerBuilder 6.0**

PFC Architecture ..... 3  
Implementing PFC Services ..... 3  
Distributed PowerBuilder ..... 5  
Internet Application Development ..... 5  
Using Web.PB ..... 3

**Lotus Domino R5 - Application Development - Designer Fundamentals**

Creating Databases and Pages ..... 3  
Storing Information in Forms ..... 3  
Organizing Information in Views ..... 5  
Creating Navigation Structures ..... 4  
Coding Domino Applications ..... 4  
Automating and Finalizing a Domino Application ..... 3

**Lotus Domino R5 - Application Development – Application Architecture**

Programming in Domino ..... 5  
Databases, Forms, and Views ..... 3  
Automation, Workflow, and External Data Access ..... 3  
Security, Replication, Distribution, and Usage ..... 3

**Lotus Domino R5 - Application Development – Application Security and Workflow**

Server, Workstation, and Database Security ..... 3  
Securing and Troubleshooting Design Elements ..... 4  
Creating Workflow Applications ..... 5

**Lotus Notes Domino 4.5 to 5 Update**

An Overview of Domino ..... 3

**Lotus R4.5 Application Development**

Technical Update for Application Developers Part 1 ..... 3  
Technical Update for Application Developers Part 2 ..... 4

**Lotus Notes Domino 4.6**

Technical Update for Application Developers ..... 4

**Lotus Notes Domino 4.5 Web Development and Administration**

Introduction to Domino ..... 4  
Application Development ..... 4  
Setting up a Domino System ..... 5

**Web Application Development**

Developing Interactive Web Applications: Database Design ..... 4  
Developing Interactive Web Applications: Web Site Development ..... 4

**Lotus Notes 4.1 Application Development I**

Creating a Notes Database ..... 4  
Notes Form Design ..... 4  
Notes View and Folder Design ..... 4

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**Lotus Notes 4.1 Application Development I (Continued)**  
 Writing Notes Formulas ..... 4  
 Notes Form and View Enhancement ..... 4  
 Finalizing a Notes Database ..... 4

**Lotus Notes 4.1 Application Development II**  
 Notes Workflow Applications ..... 4  
 Notes Multiline Formulas and Data Lookup ..... 4  
 Implementing Notes Workflow ..... 4  
 Controlling Access in Notes Applications ..... 4  
 Notes Internal and Reserved Fields ..... 4  
 Enhancing Data Entry and Display in Notes ..... 4  
 Advanced Notes Views and Agents ..... 4  
 Securing Notes Applications ..... 4

**Lotus Notes 4.1 Application Development III**  
 Extending Notes Applications ..... 4  
 Accessing Non-Notes Databases ..... 4  
 Searching Notes Databases ..... 4  
 Working with Notes Newsletter Agents ..... 4  
 Working with Rich Text in Notes ..... 4  
 Notes Error Trapping and Logging ..... 4

**Lotus Notes 3.1 to 4.1 Application Development Update I**  
 Creating a Notes 4 Database ..... 4  
 Enhancing a Notes 4 Database ..... 4

**Lotus Notes 3.1 to 4.1 Application Development Update II**  
 Application Design ..... 4  
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**ENTERPRISE DATABASE SYSTEMS**

**SYSTEMS AND DATABASE DESIGN**

**Systems and Database Design**  
 Systems Analysis Fundamentals ..... 4  
 Data Flow Diagrams ..... 3  
 Entity Relationship Diagrams ..... 5  
 Data Dictionaries ..... 3  
 Completing the Logical Model ..... 3  
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**Database Fundamentals (e)**  
 An Introduction to Database Systems..... 3.0  
 Relational Databases ..... 3.3  
 Database Data Management ..... 2.0

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**Database Design (e)**  
 An Overview of Database Design..... 0.7  
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**SAP R/3 3.x Business Process Introduction (BPI) and SAP R/3 3.0 End-User (EU)**

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 EU: Basic Order Processing ..... 5  
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**LOGILENT HANDS-ON LABS**

**CISCO LABS**

**Logilent Hands-on Labs (BCMSN) Available:**

- Switching Technologies Overview
- Configuring Connectivity within the Switch Block - Lab A
- Configuring Connectivity within the Switch Block - Lab B
- VLAN Trunk Protocol Overview
- Configuring VTP - Lab A
- Configuring VTP - Lab B
- Spanning Tree and the Root Bridge
- Implementing Fast EtherChannel
- Configuring Multilayer Switching
- Configuring HSRP
- Configuring IP Multicast Routing
- Joining Multicast Groups
- Managing Network Devices
- Controlling User Traffic

**Logilent Hands-on Labs (BCRAN) Available:**

- Connecting to a Modem
- Learning Basic Modem Configuration
- Understanding Automatic Modem Configuration
- Configuring Cisco Access Servers
- Configuring PAP & CHAP Authentication
- Configuring PPP Callback
- Optimizing PPP
- Configuring ISDN BRI
- Configuring Dial-on-Demand Routing
- Using Optional Configurations for ISDN
- Monitoring the ISDN Interface
- Configuring ISDN PRI
- Examining Dialer Profiles
- Exploring System Level and LAN Profile Configuration of a Cisco 700 Series Router
- Learning User Profile Configuration of a Cisco 700 Series Router

**Logilent Hands-on Labs (BCRAN) Available (Cont'd):**

- Administering a Cisco 700 Series Router
- Focusing on the Cisco 700 Series and DHCP
- Configuring X.25
- Configuring Frame Relay
- Working with Frame Relay Subinterfaces
- Enabling a Backup to the Permanent Connection
- Making the Most of Custom Queuing
- Configuring NAT & PAT

**Logilent Hands-on Labs (BSCI) Available:**

- Network Convergence
- Classful and Classless Routing
- Routing Principles Review
- VLSMs and IP Unnumbered Interfaces
- Functions of Helper Addresses
- OSPF Inside the LAN
- OSPF On the WAN
- Enabling OSPF for a Single Area
- Configuring OSPF in a Single Area Review
- Using and Configuring Stub and Totally Stubby Areas
- Configuring OSPF Multiarea Components
- Interconnecting Multiple OSPF Areas Review
- EIGRP Operations
- Configuring EIGRP
- Configuring EIGRP Review
- BGP Operation
- Configuring Basic BGP
- Configuring BGP Review
- Configuring Route Reflectors
- BGP Prefix Lists
- Implementing BGP in Scalable Networks Review
- Configuring Redistribution
- Administrative Distance Problems
- Policy-Based Routing
- Optimizing Routing Updates Review
- Understanding Routing Scalability
- Using Route Control Mechanisms
- Implementing Scalability Features Review

**Logilent Hands-on Labs (BSCN) Available:**

- Network Convergence
- Classful and Classless Routing
- Routing Principles Review
- VLSMs and IP Unnumbered Interfaces
- Functions of Helper Addresses
- OSPF Inside the LAN
- OSPF On the WAN
- Enabling OSPF for a Single Area
- Configuring OSPF in a Single Area Review
- Using and Configuring Stub and Totally Stubby Areas
- Configuring OSPF Multiarea Components
- Interconnecting Multiple OSPF Areas Review
- EIGRP Operations
- Configuring EIGRP
- Configuring EIGRP Review
- BGP Operation
- Configuring Basic BGP
- Configuring BGP Review
- Configuring Route Reflectors

**Logilent Hands-on Labs (BSCN) Available (Cont'd):**

- BGP Prefix Lists
- Implementing BGP in Scalable Networks Review
- Configuring Redistribution
- Administrative Distance Problems
- Policy-Based Routing
- Optimizing Routing Updates Review
- Understanding Routing Scalability
- Using Route Control Mechanisms
- Implementing Scalability Features Review

**Logilent Hands-on Labs (CIT) Available:**

- Examining RIP
- Examining IGRP and EIGRP
- Examining IGRP and EIGRP
- Examining OSPF
- Examining EGP & BGP
- Using CCO Resources to Correct Problems
- Using Cisco show Commands
- Using Cisco debug Commands
- Using Cisco ping & trace Commands
- Using the Cisco cdp Command
- Using the TCP/IP show, ping, & trace Commands
- Using the TCP/IP debug Commands
- Isolating Problems in Catalyst Networks
- Using WAN & Frame Relay Diagnostic Tools
- Using ISDN BRI show Commands

**Logilent Hands-on Labs (ICND) Available:**

- Starting a Switch
- Starting a Router
- Configuring a Router from the Command Line
- Discovering Neighbors with CDP
- Getting Information About Remote Devices
- Router Boot Sequence and Verification
- Managing IOS Images
- Configuring the Catalyst 1900 Switch
- Understanding Inter-Switch Links and VTP
- Configuring a VLAN
- Configuring IP Addresses
- Configuring Network Routing
- Static Routing
- Enabling RIP and IGRP
- Configuring Standard Access Lists
- Configuring Extended Access Lists
- Managing IP Access Lists
- Configuring IPX Routing
- Managing IPX Access Lists
- Establishing Serial Point-to-Point Connections
- Configuring ISDN
- Configuring Dial-on Demand Routing
- Configuring Frame Relay
- Configuring Frame Relay Subinterfaces

**MICROSOFT LABS****Logilent Hands-on Labs (2126) Available:**

- Printing
- Managing DNS in Windows 2000
- Monitoring Security
- Managing Web sites
- Sharing and Publishing folders in active directory
- Using Group policies
- Managing Web permissions
- Remote access configuration and management
- Understanding DHCP
- Delegating administrative control
- Using Group Policy for Software Deployment and Desktop Management

**Logilent Hands-on Labs (2152) Printing Available:**

- Monitoring Security
- Managing Web sites
- Sharing and Publishing folders in active directory
- Using Group policies
- Managing Web permissions
- Delegating administrative control
- Using Group Policy for Software Deployment and Desktop Management

**Logilent Hands-on Labs (2153) Available:**

- Managing DNS in Windows 2000
- Remote access configuration and management
- Understanding DHCP

**Microsoft Labs (available but not yet integrated)****Logilent Hands-on Labs (1561) can be integrated:**

- Administrative Authority Delegation
- Active Directory Schema Modifications
- Domain Structure Implementation
- Active Directory Replication

**Logilent Hands-on Labs (2150) can be integrated:**

- Virtual Private Networks
- Certificate Services
- Encryption And Authentication

**Logilent Hands-on Labs (2151) can be integrated:**

- Introduction to Network and Windows 2000
- Network Administration
- Network Security
- Implementing TCP/IP
- IP Addresses and Subnets



**Logigent Hands-on Labs (2152) can be integrated:**

- Introduction and Installation of Windows 2000
- Configuring Windows 2000
- Configuring Windows 2000 Using the Disk Management Snap-In
- Connecting to a Windows 2000 Network
- User and Group Management
- Creating a Global Group
- File Management and Security - Sharing a Folder
- File Management and Security - Using NTFS Permissions
- File Management and Security - Monitoring Network Resources
- File Management and Security - Event Log Administration
- Monitoring and Optimizing Performance - The Performance Console and the System Monitor
- Monitoring and Optimizing Performance - Using Data Compression
- Hardware Management - Understanding Hardware Profiles
- Configuring and Managing Printers
- Disaster Protection and Recovery

**Logigent Hands-on Labs (2153) can be integrated:**

- DHCP Installation and Administration
- DNS Installation and Configuration
- WINS Installation and Administration
- Certificate Services Installation and Administration
- Remote Access Configuration and Management
- Remote Access Configuration and Management
- Remote Access Configuration and Management
- IP Routing Protocols Routing and Administration
- Network Address Translation (NAT) Installation and Administration
- Network Protocol Installation and Administration\

**Logigent Hands-on Labs (2154) can be integrated:**

- Logical and Physical Structure of Active Directory
- Domains and Active Directory Installation
- User Account and Group Resource Implementation
- Administrative Control of Active Directory Objects
- Group Policy Implementation
- Group Policy Implementation
- Active Directory Replication
- Management of Operations Masters
- Management of Active Directory

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**BUSINESS SKILLS CONTENT SOLUTIONS LIBRARY**

**BUSINESS STRATEGY AND OPERATIONS**

**BUSINESS LAW**

**Fundamentals of Business Law**

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*Six Sigma DMAIC: Improving the Process.....	tbd
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**Strategic Management**

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**Technology Forecasting**

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**Global Business Strategy**

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**Value-Chain Analysis to Create Competitive Advantage**

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**Competitive Intelligence**

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**E-BUSINESS**

**e-Business Foundations**

The Fundamentals of e-Business ..... 2.5  
Approaches to e-Business ..... 2.0  
e-Business Opportunities ..... 2.5  
e-Business Design ..... 2.5  
Building a Successful Web Site ..... 2.5  
e-Business Solutions ..... 2.5

**e-Business for Customer Relationship Management**

Introduction to Customer Relationship Management ..... 3.0  
Electronic Customer Relationship Management ..... 3.0  
Data Mining ..... 2.5  
Profiting from Customer Relationship Management ..... 2.0  
Profit Networks ..... 2.5

**e-Commerce Series**

Integrating e-Commerce with Traditional Business ..... 3.0  
e-Commerce B2C ..... 2.5  
e-Commerce B2B ..... 2.5  
e-Marketplaces: B2B Exchanges ..... 2.0  
Customer Relationship Management in e-Commerce ..... 2.5  
Performance Measurement and e-Commerce Evaluation ..... 2.0

**MARKETING**

**Strategic Marketing in Action**

Elements of Marketing Strategy ..... 3.0  
Analyzing the Market ..... 2.5  
Competitive Factors in Strategic Marketing ..... 2.5  
Writing a Marketing Plan: Phase 1 ..... 3.0  
Writing the Marketing Plan: Creative Strategy ..... 2.5  
Creating a Marketing Campaign ..... 4.0  
Marketing Management ..... 4.0  
Financial Analysis for Successful Marketing ..... 4.5

**Strategic Brand Management**

Introduction to Brand Management ..... 3.5  
Building Brand Equity ..... 3.5  
Managing the Creative Elements of Brands ..... 3.5  
Promoting Your Brand to Consumers ..... 3.0  
Evaluating Brand Effectiveness ..... 6.0  
Managing and Maintaining Brand Equity ..... 4.5

**Online Branding Strategy**

Introduction to Online Branding ..... 3.5  
The Online Branding Environment ..... 3.0  
Strategies for Building an Online Brand ..... 7.0

**FINANCE, HUMAN RESOURCES AND ADMINISTRATION**

**FINANCE & ACCOUNTING**

**Accounting 101**

Accounting Fundamentals ..... 3.5  
Accrual Accounting Procedures ..... 2.0  
Accounting Systems and Closing Activities ..... 2.5  
Accounting for Cash Control ..... 3.0  
Accounting for Merchandising Businesses ..... 2.5

**Program Title ..... Hrs**

**Using Financial Statements**

Principles of Financial Statements..... 3.5  
Components of Financial Statements..... 3.0  
Analyzing the Income Statement and Balance Sheet..... 2.0  
The Income Statement and Balance Sheet Connection..... 2.0  
Analyzing Cash Flow..... 4.5  
Ratio Analysis for Financial Statements..... 3.0  
Credibility and Disclosure in an Annual Report..... 2.5  
Analyzing an Annual Report ..... 4.5

**Business Finance for Managers**

Introduction to Finance..... 2.5  
Making Budgets Work..... 2.5  
Cash Management..... 2.5  
Financial Statements and Analysis..... 2.5  
Sources of Funding..... 2.5  
The Manager’s Performance Guide – Business Finance..... 1.5

**\*Finance Fundamentals for Non-financial Professionals**

\*Principles of Financial Management..... tbd  
Basics of Budgeting..... 3.5  
\*Managing Cash Flows..... tbd  
\*Understanding Financial Statements..... tbd

**Practical Budgeting for Managers**

The Basic of Budgeting..... 4.5  
Building an Operating Budget..... 3.5  
Capital Budgeting..... 4.5  
Managing Budgets Effectively..... 3.0

**Advanced Business Finance**

Introduction to Advanced Finance..... 3.0  
Investment Project Analysis and Selection..... 2.0  
Raising Capital and Financing Decisions..... 3.0  
Managing Working Capital..... 4.0  
Corporate Restructuring..... 2.5  
Financial Risk Management..... 1.5  
International Finance..... 2.0

**Accounting 102**

Accounting for Partnerships..... 3.5  
Accounting for Corporations..... 2.5  
Analyzing Cash Flow Statements..... 2.0  
Master Budgets..... 4.0

**Auditing: A Practical Approach**

Introduction to Auditing..... 3.0  
Introduction to Internal Auditing..... 4.5  
Principles of Internal Auditing..... 3.0  
Introduction to External Auditing..... 3.5  
Principles of External Auditing..... 4.0

**Managerial Accounting**

Overview of Managerial Accounting..... 5.0  
Managerial Decisions and Capital Budgeting..... 5.0  
Managing for Asset Control..... 5.5  
Cost Accounting Decisions..... 4.0

**Program Title..... Hrs**

**HUMAN RESOURCES**

**New Employee Orientation (Rapid Customization Product)**

Health, Safety, and Security Challenges..... 5.5  
Laws and Ethics in the Workplace..... 5.5  
Understanding Employee Benefits..... 5.0

**Human Resources Management Essentials**

Human Resources Planning and Analysis..... 2.0  
Getting the Workforce Your Company Needs..... 2.5  
Workforce Compensation..... 2.5  
The Climate for Performance..... 3.0

**Managing Diversity and Inclusiveness**

Workplace Diversity..... 4.0  
Culture and Behavior..... 3.0  
Organizational Inclusion..... 5.0  
Corporate Culture and Diversity..... 3.0  
Management Skills for the Diverse Work Force..... 5.5  
Communication and Diversity Adoption..... 5.0  
Managing Diversity and Inclusiveness Simulation..... 0.5

**How to Interview and Hire the Right People**

The Pre-Interview Process..... 2.0  
Conducting Effective Interviews..... 1.5  
Critical Parameters for Evaluating Candidates..... 5.5

**Behavioral Interviewing**

Building a Firm Foundation..... 3.0  
Screening Applicants..... 3.0  
Preparing for the Behavioral Interview..... 3.0  
Conducting the Behavioral-based Interview..... 2.5  
Preparing as the Interviewee..... 2.5  
Experiencing the Behavioral-based Interview..... 2.5  
Behavioral Interviewing Simulation..... 0.5

**Recruiting & Retention Strategies for the Tight Labor Market**

Recruiting for the 21st Century: The Market..... 3.0  
Recruiting for the 21st Century: Strategies..... 4.0  
Recruiting Successfully..... 3.5  
Online Recruiting..... 2.5  
Facilitating Effective Hiring..... 2.5  
Retention..... 3.0

**Hostility and Aggression in the Workplace**

Workplace Aggression: The Scope of the Problem..... 4.5  
The Three Stages of Aggressive Behavior..... 3.5  
Potential Powder Kegs: Identifying and Defusing Them..... 3.5  
How to Make Your Company Safer..... 3.0  
Keeping Your Company out of Legal Trouble..... 3.5  
Managing a Violent Crisis..... 3.5

Program Title ..... Hrs

**ADMINISTRATIVE SUPPORT**

**The Effective Administrative Support Professional**

Getting Started – Administrative Support..... 3.0
Overview to Effective Business Communication..... 3.0
Using Effective Business Communication ..... 2.0
Administrative Functions ..... 3.0
Advancing Your Administrative Career ..... 3.0
Effective Administrative Support Professional Simulation..... 0.5

**Advanced Skills for Administrative Support Professionals**

Behavior: Putting Your Best Foot Forward..... 4.0
Managing Yourself and Those Around You ..... 3.5
Partnering with Your Boss ..... 3.0
Communicating with Power and Confidence ..... 3.0

**KNOWLEDGE MANAGEMENT**

**Knowledge Management Fundamentals**

The Art of Knowledge Management ..... 3.5
Knowledge as Capital ..... 3.0
Putting Knowledge to Work ..... 4.0
Managing Knowledge Workers ..... 2.0
Being a Knowledge Activist ..... 3.0

**The 21st Century Learning Curve**

Knowledge as Strategy: Performance Improvement..... 3.0
The Power of the Learning Organization ..... 3.0
The Potential of Self-directed Learning ..... 3.0
Performance Support..... 3.0
Benchmarking for Best Practices ..... 3.0

**Achieving Measurable Performance Impact from Training**

Training for Business Results ..... 2.5

**MANAGEMENT AND LEADERSHIP**

**MANAGEMENT**

**Moving into a Management Role**

Becoming a Manager ..... 6.0
A New Manager’s Responsibilities and Fears..... 6.0
Leading and Communicating Effectively as a New Manager... 2.5
Your Role in the Company’s Future as a New Manager ..... 5.5
\*Moving into a Management Role Blended Learning Toolkit .... x

**Essential Skills for Tomorrow’s Managers**

Competencies for Tomorrow’s Managers ..... 5.5
Development Tools for Tomorrow’s Managers ..... 5.0
The Manager as Coach and Counselor ..... 5.0
The Manager as Project Champion..... 4.5
A Manager’s Primer for Ensuring Accountability ..... 6.0
Continuous Learning for Tomorrow’s Managers ..... 4.5
Essential Skills for Tomorrow’s Managers Simulation..... 0.5
Essential People Management Skills Simulation ..... 0.5
\*Essential Skills for Tomorrow’s Managers Blended Learning Toolkit ..... x

Program Title..... Hrs

**Moving from Technical Professional to Management**

Management Development for Technical Professionals ..... 3.5
Communication Skills for Successful Management ..... 3.0
Process Management Skills ..... 4.5
Leadership Development for Technical Professionals ..... 3.0
Strategies for Transitioning into Management..... 6.5
Transitioning from Technical Professional to Management Simulation..... 0.5
From Technical Professional to Leadership Simulation..... 0.5

**How to Discipline Employees & Correct Performance Problems**

Understand and Confront Performance Problems ..... 2.0
Setting and Clarify Standards..... 1.5
Motivate and Recognize Employees..... 2.0
Using Formal Discipline Measures ..... 3.0

**Management Excellence: Performance-Based Appraisals**

Effective Management: Performance-based Appraisal ..... 2.5
Designing Successful Performance-based Appraisals ..... 2.5
Implementing Performance-based Appraisals ..... 2.5
Performance-based Appraisal – An Employee View ..... 3.0
Appraising the Performance-oriented Team ..... 3.0
Performance-based Appraisals Simulation ..... 0.5

**360-Degree Performance Appraisal**

About 360-Degree Performance Feedback ..... 2.5
Elements of a 360-Degree Performance Review ..... 2.0
Delivering 360-Degree Performance Feedback ..... 5.0

**Managing Problem Performance**

\*Preventing Problem Performance..... tbd
\*Identifying Problem Performance ..... tbd
\*Improving Problem Performance ..... tbd
\*Dealing with Problem Performance ..... tbd

**Dealing with Conflict and Confrontation**

Understanding Conflict ..... 2.5
Contentious Tactics and Conflict Escalation ..... 2.5
Resolving Conflict through Problem Solving ..... 3.0

**The Successful Facilitator**

The Role of the Facilitator..... 5.0
Facilitative Fundamentals: Techniques and Tools..... 5.5
Facilitating Work Groups and Meetings ..... 5.0
Facilitating Challenging Situations ..... 5.0
Facilitative Formats and Tools: Offering Options ..... 5.0
The Facilitative Leader..... 5.0
The Successful Facilitator Simulation..... 0.5

**Mentoring Essentials**

Effective Mentoring..... 3.0
The Mentoring Manager..... 2.5
Implementing an Organization-wide Mentoring Program..... 2.5
Mentoring Strategies in the 21st Century..... 3.0
Achieving Success with the Help of a Mentor..... 3.5
e-Mentoring ..... 3.5
Mentoring Essentials Simulation..... 0.5

**Program Title ..... Hrs**

**Delegation Skills**

Delegation Basics..... 2.0  
 The Personal Approach in Delegation ..... 2.5  
 Managing the Delegated Environment ..... 5.0  
 Effective Delegation Simulation ..... 0.5

**Coach with Confidence**

Coaching for Business..... 4.0  
 Successful Coaching Relationships ..... 7.5  
 Key Stages in Coaching ..... 6.0  
 Coaching Skills ..... 5.5  
 Mindsets, Emotions and Coaching ..... 4.0  
 Coaching Trends ..... 4.5

**Managing Technical Professionals**

Understanding Technical Professionals ..... 2.5  
 \*Models for Managing Technical Professionals ..... tbd  
 \*Attracting, Motivating, and Retaining Technical Professionals..... tbd  
 \*Developing and Evaluating a Career Plan ..... tbd

**How to Overcome Negativity in the Workplace**

The Path from Pessimism to Optimism ..... 4.0  
 Proactive Approaches to Stop Negativity ..... 2.0  
 Overcoming Organizational Negativity ..... 2.0

**Managing Others through Change**

Change Leadership ..... 2.5  
 Communicating and Reinforcing Change ..... 2.5  
 Overcoming the Challenges of Change ..... 2.5  
 Managing Others through Change Simulation ..... 0.5

**Managing Contractors and Temporary Employees**

Doing Business with Independent Contractors..... 4.5  
 Hiring Temporary (Contingent) Employees..... 5.0  
 Managing Contingent Employees..... 4.5  
 Legal Pitfalls Regarding Independent Contractors..... 3.0  
 Working with Temporary Agencies ..... 5.5

**LEADERSHIP**

**Leading from the Front Line**

Challenges of the 21st Century ..... 2.0  
 Organizational Culture and Leadership ..... 2.5  
 Energizing & Empowering Employees ..... 2.5  
 Leadership and the Knowledge Worker ..... 2.5  
 Leading Change from the Front Line ..... 2.5  
 Dynamics of Leadership ..... 3.0  
 Leading from the Front Line Simulation ..... 0.5

**Leadership Skills for Women**

The Secrets of Female Leaders ..... 2.5  
 Building Your Support System ..... 3.5  
 Playing by the Rules ..... 2.5  
 Groundbreaking: The Paradigm Shift toward Women..... 2.5  
 Establish and Maintain Authority ..... 2.5  
 Leadership Skills for Women Simulation..... 0.5

**Business Execution**

\*Foundations for Business Execution..... tbd  
 \*Creating an Execution Culture..... tbd  
 \*Execution in Action..... tbd

**Program Title..... Hrs**

**Going from Management to Leadership**

The Mark of a Leader..... 4.5  
 Communicating a Shared Vision..... 4.5  
 The Enabling Leader ..... 3.0  
 Removing Performance Barriers ..... 4.0  
 Communicating as a Leader ..... 2.5  
 Coaching for Performance..... 2.5  
 Leading through Change ..... 3.0  
 The Leader as a Model ..... 3.0  
 Going from Management to Leadership Simulation ..... 0.5  
 Growing from a Manager to a Leader Simulation ..... 0.5  
 \*Going from Management to Leadership Blended Learning Toolkit..... x

**Leading the Workforce Generations**

Introduction to Workforce Generations ..... 2.5  
 Attracting, Developing, and Retaining Generations ..... 3.0  
 Leading Silent Generation and Baby Boom Workers ..... 3.0  
 Leading Generations X and Next..... 3.5  
 Making Cross-generational Teams Work ..... 3.0  
 Cross-generational Workers in the 21st Century ..... 3.0  
 Leading the Workforce Generations Simulations..... 0.5

**Succession Planning for Business Environment**

Succession Planning Overview ..... 2.0  
 Succession Planning Strategies ..... 2.5  
 Succession Planning and Human Resources..... 2.5  
 Succession Planning Management ..... 2.5  
 Initiating a Succession Plan Simulation ..... 0.5  
 Implementing a Succession Plan Simulation ..... 0.5

**PROFESSIONAL EFFECTIVENESS**

**COMMUNICATION**

**Interpersonal Communication Skills for Business**

The Process of Interpersonal Communications ..... 4.5  
 The Mechanics of Effective Communication ..... 5.0  
 Communication Skills for the Workplace ..... 4.5  
 Communicate for Results ..... 5.0  
 Communication Skills for Leadership..... 5.5  
 Communication Skills for Resolving Conflict..... 5.0  
 Communicate for Contacts..... 4.5  
 Interpersonal Communication Skills for Management Simulation ..... 0.5  
 \*Interpersonal Communication Skills for Management Blended Learning Toolkit ..... x

**Business Writing Essentials**

Writing with Intention ..... 4.0  
 Avoiding Errors in Usage and Punctuation..... 4.5  
 Avoiding Grammatical Errors in Business Writing..... 4.5  
 Crisp Composition ..... 4.5  
 Writing to Reach the Audience ..... 3.0  
 Getting the Most from Business Documents ..... 4.0  
 The Writing Process ..... 5.0  
 \*Business Writing Essentials Blended Learning Toolkit ..... x

<b>Program Title .....</b>	<b>Hrs</b>
<b>Emotional Intelligence in the Workplace</b>	
What is Emotional Intelligence? .....	2.5
Emotional Intelligence at Work .....	2.5
Teamwork and Emotional Intelligence .....	2.5
Increasing Your Emotional Intelligence .....	2.5
The Emotionally Intelligent Leader .....	2.5
Emotional Intelligence in the Workplace Simulation .....	0.5
<b>Effective Listening Skills</b>	
The Basics of Listening .....	2.5
Listening for Comprehension .....	5.0
Listening for Higher Purposes .....	3.0
Enhancing Your Listening Skills .....	3.0
Effective Listening Skills Simulation .....	0.5
<b>Managing and Working with Difficult People</b>	
Difficult People in the Workplace .....	3.5
Working with Aggressive People .....	3.0
Working with Negative People and Procrastinators .....	3.0
Working with Arrogant and Duplicious People .....	2.0
Managing and Working with Difficult People Simulation .....	0.5
<b>Assertive Communication</b>	
Professional Assertiveness .....	3.0
Assertiveness from the Inside Out .....	3.0
Assertive Communication Simulation .....	0.5
<b>Business Etiquette and Professionalism</b>	
Everyday Business Etiquette .....	3.0
Communication Etiquette .....	2.5
Etiquette and the Business Meeting .....	2.5
Etiquette for Supervisors .....	3.0
Business Etiquette and Professionalism Simulation .....	0.5
<b>Building Better Work Relationships</b>	
Building Effective Interfunctional Relationships .....	2.5
Building Effective Intercultural Relationships .....	2.5
Building Effective Intergender Relationships .....	2.5
Working Effectively with Customers .....	2.5
Working Effectively with Business Partners .....	3.0
Building Better Work Relationships Simulation .....	0.5
<b>Business Grammar Essentials</b>	
Foundations of Grammar .....	2.5
Sentence Construction .....	2.0
Understanding Writing Mechanics .....	2.0
Punctuating with Skill .....	2.0
<b>Email Essentials</b>	
Essentials of Electronic Communication .....	1.5
Optimizing Email at Work .....	2.0
Email and Organizational Communication .....	2.5
Email as a Marketing Tool .....	2.0
<b>Delivering Successful Presentations</b>	
Presenting to Succeed .....	4.5
*Delivering Your Presentation .....	tbd
*Delivering Successful Presentations .....	tbd

<b>Program Title.....</b>	<b>Hrs</b>
<b>Effective Business Meetings</b>	
Planning Effective Business Meetings .....	2.5
Leading Effective Business Meetings .....	2.5
Participating Effectively in Business Meetings .....	5.0
*Effective Business Meetings Simulation .....	0.5
<b>Dealing with Conflict in the Workplace</b>	
Perspectives on Conflict .....	5.5
Handling Conflict with Others .....	6.0
Managing Conflict in the Organization .....	6.0
*Dealing with Conflict in the Workplace Blended Learning Toolkit .....	x
<b>Professional Telephone Skills</b>	
Handling Calls with Confidence and Professionalism .....	3.5
Turn Difficult Callers into Delighted Customers .....	4.0
Managing Telephone Technology .....	2.0
<b>Negotiating to Win: Getting the Results You Want</b>	
Crafting a Deal .....	3.0
Connect and Communicate .....	2.5
The Negotiation Process .....	2.5
The Dynamics of Interaction .....	3.0
Inclusive Negotiating .....	2.5
When the Going Gets Tough .....	2.5
The Master Negotiator .....	2.5
Negotiating to Win Simulation .....	0.5
<b>Getting Results Without Authority</b>	
Building Relationships to Get Results .....	2.5
Teamwork and Results Without Authority .....	2.5
Leadership Without Authority .....	3.0
Gaining Allies, Creating Change .....	3.0
Getting Results through Communication .....	3.0
Getting Results from the Boss .....	3.0
Getting Results Without Authority Simulation .....	0.5
<b>Effective Use of Feedback for Business</b>	
An Essential Guide to Giving Feedback .....	2.5
Coping With Criticism and Feedback .....	5.0
Giving Feedback to Colleagues .....	4.5
Team Feedback: A Guide .....	4.0
Giving Feedback: A Manager's Guide .....	4.0
Effective Feedback for Employees and Colleagues Simulation .....	0.5
Effective Use of Feedback for Teams Simulation .....	0.5
<b>International Business Skills – Culture, Customs and Norms</b>	
Managing Cultural Divides .....	3.0
Around the World in 80 Cultures .....	3.0
America's Neighbors: Beyond U.S. Borders .....	2.5
Over There: Conducting Business with Europeans .....	2.5
Crossing the Dateline: Japan, China, India .....	2.5
A Rich Tapestry of Cultural Contrasts .....	2.5
<b>Anger Management in the Workplace</b>	
Experiencing Anger .....	5.0
Managing Your Anger .....	5.5
Managing Anger in the Workplace Simulation .....	0.5

**Program Title** ..... **Hrs**

**PERSONAL DEVELOPMENT**

**Creativity and Innovation**

The Foundations of Creativity and Innovations ..... 4.5  
 Generating Creative and Innovative Ideas ..... 3.5  
 Evaluating Creative and Innovative Ideas ..... 3.5  
 Implementing Creative and Innovative Ideas ..... 5.0

**Taking Control of Your Workday**

Analyze Your Use of Time ..... 2.0  
 Setting Goals & Prioritize Your Use of Time ..... 2.0  
 Major Time Management Challenges ..... 3.0  
 Taking Control of Your Workday Simulation ..... 0.5

**Achieving Balance in Your Professional and Personal Life**

Discovering Balance ..... 4.0  
 Setting a Course ..... 2.5  
 Managing Time ..... 2.5  
 Coping with Stress ..... 3.0  
 Committing to Self ..... 3.5  
 Keeping Your Balance ..... 2.0  
 Balancing Your Professional Life Simulation ..... 0.5

**Overcoming Overload – Managing Memory and Time**

Time as a Resource ..... 2.5  
 Eliminate the Time Wasters ..... 3.0  
 Organize to Remember ..... 2.0  
 Create Your Time and Memory Management Program ..... 2.0

**Fast-Tracking Your Career**

Get Your Career on to the Fast Track ..... 2.5  
 Basic Business Skills to Get You on the Fast Track ..... 2.5  
 Communication Skills to Fast Track Your Career ..... 2.5  
 Interpersonal Skills on the Fast Track ..... 2.5  
 The Boss Factor ..... 3.0  
 Improving Your Image ..... 3.0  
 Fast-Tracking Your Career Simulation ..... 0.5

**Planning Your Personal Finances**

Managing Your Cash Flow and Credit ..... 2.5  
 Homes & Vacation Homes ..... 3.0  
 Tax Planning ..... 5.5  
 Determining Your Insurance Needs ..... 2.5  
 Financing Your Family’s Education ..... 2.5  
 Investing Wisely ..... 2.5  
 Planning for Retirement and Retirement Accounts ..... 2.5  
 Separation and Divorce ..... 2.0  
 Basic Estate Planning ..... 2.5  
 Planning Your Personal Finances Simulation ..... 0.5

**Working More Effectively – Taking Control of Your Time**

\*You and your Time ..... tbd  
 \*Techniques for Better Time Management ..... tbd  
 \*Developing Good Time Management Habits ..... tbd

**Program Title** ..... **Hrs**

**Breakthrough Strategies for a Web Economy**

Breakthrough Strategies ..... 2.5  
 Solution Thinking for Breakthrough Decisions ..... 2.5  
 Breakthrough Innovation ..... 3.0  
 Enabling Breakthrough Creativity ..... 2.5  
 Breakthrough Motivation ..... 2.5  
 Different Intelligences for Business Breakthroughs ..... 2.5

**Problem-solving and Decision-making for Business**

Foundations for Effective Thinking ..... 3.5  
 Framing the Problem ..... 3.0  
 Generating Alternatives in Problem Solving ..... 2.5  
 Dynamic Decision Making ..... 2.5  
 Implementing and Evaluating a Decision ..... 3.0  
 Problem Solving and Decision Making in Groups ..... 2.5  
 Creative Problem Solving and Effective Thinking Simulation ..... 0.8  
 Rational Problem Solving and Decision-making Simulation ..... 0.8

**Working without a Net – The Business of Risk**

Risk Basics ..... 2.0  
 Approaches to Risk Management ..... 2.0  
 Decisions and Risk ..... 2.0  
 Strategic Planning and Risk Management ..... 2.5  
 Risk Strategies: The Cutting Edge ..... 2.5

**Achieving Organizational Excellence Through Critical Thinking**

The Role of Critical Thinking in Organizations ..... 4.0  
 Developing Fundamental Critical Thinking Skills ..... 3.0  
 Strategies for Facilitating Critical Thinking ..... 4.5  
 Critical Thinking Skills for Managing ..... 3.5  
 Organizational Scope of Critical Thinking ..... 3.5  
 Critical Thinking Strategies Simulation ..... 0.5

**Managing Yourself through Change**

The Effects of Organizational Change ..... 3.0  
 Making the Change ..... 2.5  
 The Paradigm Shift of Change ..... 2.5  
 Managing Yourself through Change Simulation ..... 0.5

**PROJECT EFFECTIVENESS**

**PROJECT MANAGEMENT**

**Project Management Basics for Business Professionals**

Project Initiation ..... 6.5  
 Project Planning ..... 5.0  
 Project Execution ..... 6.0  
 Project Controlling ..... 7.5  
 \*Project Closing ..... tbd  
 \*Project Management Basics for Business Professionals  
 Blended Learning Toolkit ..... x

**Program Title ..... Hrs**

**Professional Project Management Fundamentals**  
 Project Management Content and Processes ..... 2.5  
 Project Integration, Scope and Time Management ..... 2.5  
 Project Cost and Quality Management ..... 2.5  
 Project Human Resources and Communications ..... 2.5  
 Project Risk and Procurement Management ..... 1.5  
 Manager’s Performance Guide – Project Management ..... 1.5  
 \*Project Management Basics for Professionals ..... tbd

**Project Management for IT Professionals**  
 Introduction to IT Project Management ..... 4.0  
 Functions of IT Project Management ..... 4.5  
 The Life Cycle of an IT Project ..... 5.0  
 Managing the Execution and Control of IT Projects ..... 5.5  
 Managing Effectiveness of IT Projects ..... 4.5

**Strategic Project Management for IT Projects**  
 Strategic Planning and Positioning for IT Projects ..... 5.0  
 Strategic Approaching to Managing IT Projects ..... 5.0  
 Estimating the IT Project Work Effort ..... 5.5  
 IT Project Leadership, Authority and Accountability ..... 6.0  
 Managing Multiple IT Projects ..... 5.5  
 Cost Management and Project Trade-offs ..... 4.5

**Project Integration Management – PMBOK 2000-aligned**  
 Project Plan Development ..... 3.5  
 Project Plan Execution ..... 4.5  
 Project Integrated Change Control ..... 4.5

**Project Scope Management – PMBOK 2000-aligned**  
 Project Initiation and Planning ..... 3.5  
 Project Scope Definition ..... 4.5  
 Project Scope Verification and Change Control ..... 4.5

**Project Time Management – PMBOK 2000-aligned**  
 Project Activity Planning ..... 4.0  
 Project Activity Duration Estimating ..... 1.5  
 Project Schedule Development ..... 3.0  
 Project Schedule Control ..... 2.5

**Project Cost Management – PMBOK 2000-aligned**  
 Project Resource Planning ..... 2.0  
 Project Cost Estimating and Budgeting ..... 3.5  
 Project Cost Control ..... 2.5

**Project Quality Management – PMBOK 2000-aligned**  
 Project Quality Planning ..... 2.0  
 Project Quality Assurance ..... 3.5  
 Project Quality Control ..... 2.5

**Project Human Resource Management –PMBOK 2000-aligned**  
 Project Organizational Planning ..... 2.5  
 Project Staff Acquisition ..... 2.5  
 Project Team Development ..... 3.0

**Project Communications Management – PMBOK 2000-aligned**  
 Project Communication Planning ..... 3.0  
 Project Performance Reporting ..... 2.5  
 Project Information Distribution and Closure ..... 2.0

**Program Title..... Hrs**

**Project Risk Management – PMBOK 2000-aligned**  
 Project Risk Planning & Identification ..... 5.0  
 Project Qualitative Risk Analysis ..... 4.0  
 Project Qualitative Risk Analysis ..... 4.0  
 Project Risk Response Planning ..... 6.5  
 Project Risk Monitoring and Control ..... 5.5  
 Project Management: Risk Management Simulation ..... 0.5

**Project Procurement Planning – PMBOK 2000-aligned**  
 Project Procurement Planning ..... 2.0  
 Project Solicitation ..... 3.0  
 Project Source Selection ..... 3.0  
 Project Contract Management ..... 3.0

**IT Project+ (exam PK0-001) (e) (j)**  
 Scope Definition for Project Managers ..... 4.4  
 Project Planning ..... 5.8  
 Project Execution and Closure ..... 3.3

**Project Management (PMP)**  
 Fundamentals ..... 3  
 Initiation and Startup ..... 3  
 Scope ..... 3  
 Estimating ..... 3  
 Scheduling ..... 4  
 Procurement ..... 4  
 Risk ..... 3  
 Quality ..... 3  
 Communications ..... 3  
 Human Resources ..... 3  
 Control ..... 3  
 Microsoft Project 98: Getting Started ..... 4

**TEAM BUILDING**

**How to Make Cross-Functional Teams Work**  
 Determine Need and Select the Project Manager ..... 2.5  
 Select, Evaluate and Fund the Cross-Functional Team ..... 3.5  
 Developing the Cross-Functional Team ..... 3.5  
 Achieving Results as a Cross-Functional Team ..... 3.0

**Participating in a Project Team**  
 The Self-Directed Project Team Member ..... 2.5  
 Project Team Communication Skills ..... 3.0  
 Team-building is an Inside Job ..... 3.0  
 Troubleshooting for Project Teams ..... 3.0  
 The Project Team Star Player ..... 3.0  
 Honing Your Leadership Skills ..... 3.0  
 Participating in a Project Team Simulation ..... 0.5

**Cultivating a High-performance Project Team**  
 Building a High-performance Team ..... 2.0  
 Harnessing Collective Knowledge ..... 2.5  
 Managing a Project with Your Team ..... 3.0  
 Revving up Your High-performance Project Team ..... 2.5  
 Maintaining Project Team Peak Performance ..... 2.5  
 Fixing Broken Teams ..... 2.5  
 Cultivating a High-performance Project Team Simulation ..... 0.5

**Participating in Teams**  
 \*Effective Team Building Strategies ..... 2.0  
 \*Effectively Communicating in Teams ..... 2.0  
 \*The Individual Role in a Team ..... 2.0



**Program Title ..... Hrs**

**Making Teams Work: Capitalizing on Conflict**

Team Conflict: The Seeds of Dissent ..... 3.5  
 Analyzing Workplace War Zones..... 2.5  
 Getting Past Clashes: Valuing Team Diversity ..... 2.5  
 Conquering Conflict through Communication ..... 3.0  
 The Path to Peace and Harmony ..... 2.5  
 Manager’s Performance Guide – Team Conflict Skills..... 1.5  
 Making Teams Work Simulation ..... 0.5

**Managing the Leading the Virtual Team**

Virtual Team Basics ..... 3.5  
 Virtual Team Communication ..... 4.0  
 Collaboration in Virtual Teams..... 3.5  
 Virtual Project Management ..... 2.0  
 Virtual Team Leadership ..... 3.5  
 Learning Organizations and the Virtual Team ..... 3.0

**SALES AND CUSTOMER FACING SKILLS (#)**

**SALES (#)**

**Field Sales Skills**

\*Field Sales Foundations ..... tbd  
 \*Planning Your Field Sales Approach..... tbd  
 \*Applying Your Field Sales Approach..... tbd  
 \*Completing Your Field Sales Approach ..... tbd

**Inside Sales Skills**

\*Preparing for Outbound Sales Calls..... tbd  
 \*Initiating Outbound Sales Calls ..... tbd  
 \*Completing Outbound Sales Calls..... tbd  
 \*Preparing for Outbound Sales Calls..... tbd  
 \*Completing Inbound Sales Calls..... tbd

**Strategic Account Sales Skills**

\*The Strategic Account Sales Approach ..... tbd  
 \*Understanding Your Customer’s Business ..... tbd  
 \*Gaining Access to the Right Person..... tbd  
 \*Conducting Effective Sales Research Meetings ..... tbd  
 \*Delivering High-Impact Sales Presentations ..... tbd

**Sales: A Focus on Solutions**

Moving from Product Selling to Solution Selling ..... 2.5  
 Power Prospecting..... 2.5  
 Finding the Pain You Can Cure..... 3.5  
 Influencing Your Customer’s Decision ..... 3.0  
 Presenting Your Solution ..... 3.0  
 Building Relationships for Continuing Success ..... 2.5  
 Solution-Selling Simulation: From Lead to Trial Period ..... 0.5

**The Sales Wheel of Success – Advanced Selling Series**

Sales Motivation..... 3.0  
 Developing Your Full Sales Potential..... 3.0  
 Advanced Sales Communication Techniques: Part One ..... 2.5  
 Advanced Sales Communication Techniques: Part Two ..... 4.0  
 Maintaining Your Customer Base ..... 4.0  
 Expanding Your Customer Base ..... 3.0  
 Time is Money: Spend it Well ..... 5.0  
 Product Knowledge ..... 3.0  
 Advanced Sales Simulation ..... 0.5

**Program Title..... Hrs**

**Selling at the Executive Level**

Prepare for Success..... 3.0  
 Strategic Planning..... 3.5  
 Progressing through the Complete Sale ..... 4.0  
 Prepare for Success..... 4.0  
 Negotiating to Mutual Benefit..... 4.0  
 From Executive-level Sale to Strategic Partnership ..... 4.0  
 Preparing for the Executive-level Sale Simulation ..... 0.5  
 Progressing through the Complex Sale Simulation ..... 0.5  
 Closing Executive-level Sales Simulation ..... 0.5

**SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy**

The Profession of Selling ..... 3.5  
 Professional Sales in the Knowledge Economy..... 2.5  
 Professional Selling in the Knowledge Economy Simulation... 0.5

**SalesUniversity Sales Math 101: Developing a Sales Plan for Success**

Sales Math 101: Developing a Sales Plan for Success ..... 4.0

**SalesUniversity Sales Manufacturing: A Success Model**

Identifying Sales Opportunities..... 5.0  
 Sales Production ..... 6.0

**SalesUniversity Sales Communication 101**

Sales Communication Foundations..... 7.0  
 Sales Communications Essentials ..... 7.0  
 Telesales Communication ..... 6.0  
 Sales Communication 101 Simulation ..... 0.5

**CUSTOMER SERVICE (#)**

**How to Excel at Customer Service**

Building the Service Foundation: Corporate Culture ..... 3.5  
 Fundamentals of Exceptional Customer Service ..... 3.5  
 The Voice of the Customer ..... 4.5  
 Advancing Your Service Expertise..... 4.5  
 Customers, Conflict and Confrontation ..... 5.5  
 Overcoming Challenging Service Situations ..... 6.0  
 Instilling Service Excellence: the EXCEL Acronym ..... 7.5  
 Service Stars and Service Teams ..... 5.5  
 Excelling at Customer Service Simulation ..... 0.5  
 Customer Service Simulation ..... 0.5  
 \*How to Excel at Customer Service Blended Learning Toolkit..... x

**Frontline Call Center Skills**

The Call Center Industry ..... 2.5  
 Call Center Communication Skills..... 4.5  
 Call Center Customer Service ..... 3.5  
 Call Center Telephone Sales ..... 3.0  
 Frontline Call Center Skills Simulation ..... 0.5

**Customer Relationship Management**

The Customer-driven Organization..... 2.0  
 Hiring and Retaining Service Professionals..... 3.5  
 Effective Service Recovery ..... 2.5  
 Serving Your Internal Customers..... 3.0  
 Beginning Electronic Customer Relationships ..... 2.5  
 Sustaining Excellent Customer Service ..... 3.5

**Program Title ..... Hrs**

**Measuring Customer Satisfaction**

Discovering What Your Customer Wants ..... 2.5  
 Developing Customer Satisfaction Surveys ..... 3.0  
 Customer Satisfaction: Analysis and Implementation..... 2.5

**Internal Customer Service**

\*Internal Customer Service Excellence..... tbd  
 \*Serving Your Internal Customers ..... tbd  
 \*Sustaining Excellence in Internal Customer Service..... tbd

**Customer Service Agent Skills**

\*The Customer Service Agent in Action..... tbd  
 \*Professional Skills for Customer Service Agents ..... tbd  
 \*Managing Challenges in Customer Service..... tbd  
 \*Cross-selling in a Customer Service Call ..... tbd

**Managing a Customer Service-Oriented Culture**

Establishing Your Team’s Desired Performance ..... 4.0  
 Coaching in a Service Oriented Culture ..... 2.5  
 Exceeding Customer Expectations ..... 2.5  
 Customer Service Strategy ..... 2.5  
 Improving the Process of Service Delivery ..... 2.0  
 Navigating the Change Process Successfully ..... 4.0

**Inbound Call Center Management**

The Inbound Call Center..... 2.5  
 Inbound Call Center Management: Leadership ..... 3.0  
 Inbound Call Centers: People Management ..... 3.0  
 Inbound Call Center Technology ..... 4.0  
 Performance Metrics for an Inbound Call Center..... 2.5

**Technical Support Agent Skills**

\*The Contact Center and Technical Support Agent..... 2.5  
 \*Technical Support Essentials ..... 2.5  
 \*Dealing with Customer Behavior..... 2.5

**CONSULTING SKILLS (#)**

**Consulting With the External Client**

Essentials of External Consultancy..... 5.0  
 The Client-Consultant Relationship..... 5.0  
 Diagnosis and Planning..... 4.0  
 Managing Delivery ..... 3.5  
 Evaluation and Review ..... 4.0  
 Consulting with the External Client Simulation..... 0.5

**Consulting With the Internal Client**

Essentials of Internal Consulting ..... 4.0  
 Internal Consulting Skills..... 4.5  
 Establishing a Relationship with Internal Clients..... 4.0  
 A Workable Solution for Internal Clients..... 4.0  
 Evaluating Internal Assignments ..... 4.5  
 Consulting with the Internal Client Simulation ..... 0.5

**INDUSTRY FOUNDATIONS**

**Doing Business with the U.S. Federal Government**

The Federal Government is You..... 3.0  
 Purposes of the Federal Government ..... 3.0  
 Organization of the Federal Government ..... 2.0  
 Dealing with the Federal Government..... 2.5

**VERTICAL INDUSTRY CONTENT SOLUTIONS LIBRARY (#)**

**SAFETY AND HEALTH (#)**

**OSHA General Industry Health and Safety Standards**

OSHA Safety & Health Standards ..... 2.5  
 OSHA Recordkeeping..... 4.5  
 OSHA Safety for General Industry ..... 6.0  
 OSHA Health for General Industry..... 4.0  
 Implementing an OSHA Safety and Health Program..... 4.0

**Industrial Hygiene**

Industrial Hygiene Introduction ..... 2.5

**Medical and First Aid**

Basic First Aid Techniques ..... 4.0  
 First Aid for Medical Emergencies ..... 4.0

**Toxic and Hazardous Substances**

Biological Hazard Communications ..... 2.0  
 Chemical Hazard Communications..... 2.5  
 Bloodborn Pathogens for Emergency Respondents..... 3.0  
 Bloodborn Pathogens for Healthcare Workers ..... 4.5  
 Laboratory Safety ..... 4.0  
 Hazard Determination ..... 3.0  
 \*Process Safety Management..... tbd

**Asbestos**

Asbestos Protection ..... 2.5

**Personal Protective Equipment Awareness**

Respiratory Basics ..... 3.5  
 Personal Protective Equipment ..... 2.5

**Hearing Safety**

Noise Hazards..... 3.5

**General Environmental Controls**

Confined Space Entry..... 3.0  
 Lockout/Tagout ..... 3.0

**Walking-Working Surfaces**

Fall Protection Awareness ..... 2.0

**General Duty**

Office Ergonomics..... 3.5  
 Office Safety ..... 3.5  
 \*Safety and Health Management ..... tbd

**Electrical Safety Awareness**

\*Electrical Safety Basics ..... tbd

**Fire Safety Awareness**

\*Fire Safety..... tbd

**Forklift Awareness**

\*Forklift Safety ..... tbd

**Emergency Disaster Readiness**

\*Emergency and Disaster Awareness ..... tbd

Program Title ..... Hrs

**FINANCIAL SERVICES INDUSTRY (#)**

**FINANCIAL SERVICES (#)**

**Retail Banking Essentials**

Financial Planning..... 2.0
Consumer Credit Products ..... 2.5
Trust Customer Referrals ..... 2.5
Financial Planning Products..... 2.0
Insurance and Annuities Referrals ..... 1.5
Making Securities Referrals..... 4.5

**Financial Services for New Account Representatives**

The Financial Services Industry..... 3.5
Customer Service for New Account Representatives..... 3.5
Financial Service Representatives in Action ..... 3.5
Sales for New Account Representatives ..... 3.0
Savings and Checking for New Account Representatives ..... 2.0
IRAs for New Account Representatives..... 1.0
Commercial Accounts for New Account Representatives ..... 2.5
Legal Aspects for New Account Representatives ..... 2.0

**Customer Service in the Financial Services Industry**

Customer Service Improves Your Results..... 2.5
Knowing Your Customers – the Key to Success..... 4.0
Essential Customer Service Communication Skills ..... 4.5
Helping Your Customer to Make the Right Decision ..... 4.5
Continuous Customer Service..... 5.0

**Security Issues for Financial Institutions**

Automated Teller Fraud..... 2.5
Bank Security for Customer Contact Personnel..... 3.0
Bank Security for Officers ..... 2.0
Embezzlement ..... 2.5
Forgeries and Counterfeits ..... 2.0
Identity Theft ..... 2.5
Dealing with Robberies..... 3.5

**WORKPLACE COMPLIANCE LIBRARY (#)**

**Workplace Issue Fundamentals**

Workplace Harassment ..... 2.0
Diversity in the Workplace ..... 3.5
Business Ethics..... 2.5
Family Medical Leave Act (FMLA)..... 3.0
Equal Employment Opportunity (EEO) ..... 2.5
Americans with Disabilities Act (ADA)..... 2.0
Rightful Termination..... 1.5
Understanding Healthcare Rights under HIPAA..... 1.5
Email and Internet Use Policy ..... 1.5
Questionable Interviewing Questions ..... 1.5
Documenting Discipline ..... 2.5

**Sexual Harassment Awareness**

What is Sexual Harassment?..... 4.0
Quid Pro Quo Harassment ..... 2.5
Hostile Work Environment Harassment..... 2.0
The Employer’s Liability and Responsibilities ..... 3.5
Getting Through the Legal Process..... 4.5
Avoiding Harassment Claims: Policies and Procedures..... 4.0

Program Title..... Hrs

**E-LEARNING CURRICULUM**

This library is included at no additional charge as appropriate.

**E-LEARNING**

SkillSoft SkillPort Guided Tour..... 2.0
MySmartForce Guided Tour ..... 0.2
e-Learning..... 3.0

Getting Started (SmartForce) with E-learning (e) (j) (a) ..... 2.0
Getting Started with E-learning Development

**GOTRAIN LIBRARY (#)**

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**Accident Investigation (29 CFR 1960 Section 29)**

Accident Investigation and Reporting (j)..... 1

**Asbestos (29 CFR 1910 Section 1001)**

Asbestos Awareness (j) ..... 1

**Compressed Gases General Requirements (29 CFR 1910)**

Subpart H Section 101)
Compressed Gas Safety Program (j) ..... 1

**Electrical (29 CFR 1910 Subpart S Section 303)**

Electrical Safety Awareness (j) ..... 1

**Environmental Protection (40 CFR – EPA)**

Environmental Regulations Overview (j) ..... 1

**General Duty Clause (29 CFR 1910 Section 5)**

Back Safety Training (j)..... 1
Behavior-Based Safety for Supervisors (j) ..... 1
Defensive Driving (j)..... 1
Ergonomics Awareness (j) ..... 1
Industrial Ergonomics (j)..... 1
Job Hazard Analysis (j) ..... 1
Office Ergonomics (j)..... 1
Office Safety (j)..... 1
Regulatory Information (j) ..... 1
Safe Work Practices (j)..... 1
Smith System® Advanced Driver Training (j)..... 1

**General Environmental Controls (29 CFR 1910 Subpart J Section 146)**

Confined Space Entry (j)..... 1
Lockout/Tagout (j)..... 1

**Hand and Portable Powered Tools and Other Hand**

Tools (29 CFR 1910 Subpart P Sections 242-244)
Hand and Power Tool Safety (j)..... 1
Trenching and Excavation Safety (j)..... 1

**Program Title ..... Hrs**

**Hazardous Materials** (29 CFR 1910 Subpart H Sections 101-126)  
 Chemical Process Safety Program (j) ..... 1  
 Emergency Response (j) ..... 1  
 Hazard Communication (j)..... 1  
 Hazardous Materials Management (j)..... 1  
 HAZWOPER Annual 8 hour Refresher (j)..... 8  
 Spill Prevention and Control (j) ..... 1

**Identification, Classification, and Regulation of Potential Occupational Carcinogens** (29 CFR 1990)  
 Carcinogen Safety (j) ..... 1

**Machinery and Machine Guarding** (29 CFR 1910 Subpart O Section 212)  
 Machine Guarding Safety (j) ..... 1

**Materials Handling and Storage** (29 CFR 1910 Subpart N Section 176)  
 Forklift Safety (j)..... 1  
 Material Handling and Storage (j) ..... 1  
 Powered Industrial Truck Safety (j)..... 1

**Means of Egress** (29 CFR 1910 Subpart E Section 36)  
 Emergency Disaster Preparedness (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1

**Occupational Health and Environmental Control** (29 CFR 1910 Subpart G Sections 94-98)  
 Hearing Conservation (j)..... 1

**Personal Protective Equipment** (29 CFR 1910 Subpart I Section 132)  
 Personal Protective Equipment (j) ..... 1  
 Respiratory Protection (j)..... 1

**Recording** (29 CFR 1904)  
 Access to Medical and Exposure Records (j) ..... 1  
 OSHA 300 Recordkeeping and Reporting (j)..... 1

**Safety and Health Regulations for Construction** (29 CFR 1926)  
 Construction Safety Orientation (j)..... 1  
 Indoor Hoisting and Rigging (j)..... 1  
 Ladder and Scaffolding Safety (j)..... 1

**Toxic and Hazardous Substances** (29 CFR 1910 Subpart Z Sections 100-1450)  
 Bloodborne Pathogens (j)..... 1  
 Hazard Communication (j)..... 1  
 Laboratory Safety (j)..... 1  
 Lead Awareness (j) ..... 1  
 Material Safety Data Sheets (j) ..... 1  
 Radiation Safety (j) ..... 1

**Walking/Working Surfaces** (29 CFR 1910 Subpart D Section 22)  
 Fall Protection Awareness (j)..... 1  
 Slips, Trips, and Falls (j) ..... 1

**Program Title..... Hrs**

**Welding, Cutting, and Brazing** (29 CFR 1910 Subpart Q Section 252)  
 Welding, Cutting, and Brazing (j)..... 1

**Other Topics**  
 DOT Hazardous Material Table (j) ..... 1  
 DOT Loading and Storage (j)..... 1  
 DOT Packaging and Labeling (j) ..... 1  
 DOT Shipping Papers (j)..... 1  
 Ladder Safety (j)..... 1  
 Laser Safety (j) ..... 1  
 Portable Fire Extinguishers (j)..... 1

**Alphabetical Listing**  
 Access to Medical and Exposure Records (j) ..... 1  
 Accident Investigation and Reporting (j)..... 1  
 Asbestos Awareness (j) ..... 1  
 Back Safety Training (j)..... 1  
 Behavior-Based Safety for Supervisors (j) ..... 1  
 Bloodborne Pathogens (j) ..... 1  
 Carcinogen Safety (j)..... 1  
 Chemical Process Safety Program (j)..... 1  
 Compressed Gas Safety Program (j) ..... 1  
 Confined Space Entry (j)..... 1  
 Construction Safety Orientation (j) ..... 1  
 Defensive Driving (j)..... 1  
 DOT Hazardous Material Table (j) ..... 1  
 DOT Loading and Storage (j)..... 1  
 DOT Packaging and Labeling (j) ..... 1  
 DOT Shipping Papers (j)..... 1  
 Electrical Safety Awareness (j) ..... 1  
 Emergency Disaster Preparedness (j)..... 1  
 Emergency Response (j)..... 1  
 Environmental Regulations Overview (j) ..... 1  
 Ergonomics Awareness (j) ..... 1  
 Fall Protection Awareness (j)..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Forklift Safety (j) ..... 1  
 Hand and Power Tool Safety (j)..... 1  
 Hazard Communication (j) ..... 1  
 Hazardous Materials Management (j)..... 1  
 HAZWOPER Annual 8 hour Refresher (j)..... 8  
 Hearing Conservation (j) ..... 1  
 Indoor Hoisting and Rigging (j) ..... 1  
 Industrial Ergonomics (j)..... 1  
 Job Hazard Analysis (j) ..... 1  
 Laboratory Safety (j) ..... 1  
 Ladder and Scaffolding Safety (j) ..... 1  
 Ladder Safety (j)..... 1  
 Laser Safety (j) ..... 1  
 Lead Awareness (j)..... 1  
 Lockout/Tagout (j)..... 1  
 Machine Guarding Safety (j) ..... 1  
 Material Handling and Storage (j)..... 1  
 Material Safety Data Sheets (j) ..... 1  
 Office Ergonomics (j)..... 1  
 Office Safety (j)..... 1  
 OSHA 300 Recordkeeping and Reporting (j)..... 1  
 Personal Protective Equipment (j)..... 1  
 Portable Fire Extinguishers (j)..... 1  
 Powered Industrial Truck Safety (j)..... 1

**Program Title ..... Hrs**

Radiation Safety (j) ..... 1  
 Regulatory Information (j) ..... 1  
 Respiratory Protection (j) ..... 1  
 Safe Work Practices (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Smith System® Advanced Driver Training (j) ..... 1  
 Spill Prevention and Control (j) ..... 1  
 Trenching and Excavation Safety (j) ..... 1  
 Welding, Cutting, and Brazing (j) ..... 1

**Bundle for Construction Worker**

Bloodborne Pathogens (j) ..... 1  
 Emergency Disaster Preparedness (j) ..... 1  
 Fall Protection Awareness (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Forklift Safety (j) ..... 1  
 Hand and Power Tool Safety (j) ..... 1  
 Hazard Communication (j) ..... 1  
 Hearing Conservation (j) ..... 1  
 Ladder and Scaffolding Safety (j) ..... 1  
 Lockout/Tagout (j) ..... 1  
 Machine Guarding Safety (j) ..... 1  
 Personal Protective Equipment (j) ..... 1  
 Powered Industrial Truck Safety (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Trenching and Excavation Safety (j) ..... 1  
 Back Safety Training (j) ..... 1  
 Construction Safety Orientation (j) ..... 1  
 Defensive Driving (j) ..... 1  
 Electrical Safety Awareness (j) ..... 1  
 Industrial Ergonomics (j) ..... 1  
 Material Handling and Storage (j) ..... 1  
 Safe Work Practices (j) ..... 1  
 Asbestos Awareness (j) ..... 1  
 Carcinogen Safety (j) ..... 1  
 Compressed Gas Safety Program (j) ..... 1  
 Confined Space Entry (j) ..... 1  
 Indoor Hoisting and Rigging (j) ..... 1  
 Respiratory Protection (j) ..... 1  
 Spill Prevention and Control (j) ..... 1  
 Welding, Cutting, and Brazing (j) ..... 1

**Bundle for Hazardous Waste Site Worker**

HAZWOPER Annual 8 hour Refresher (j) ..... 8  
 Back Safety Training (j) ..... 1  
 Bloodborne Pathogens (j) ..... 1  
 Construction Safety Orientation (j) ..... 1  
 Defensive Driving (j) ..... 1  
 Environmental Regulations Overview (j) ..... 1  
 Hand and Power Tool Safety (j) ..... 1  
 Industrial Ergonomics (j) ..... 1  
 Job Hazard Analysis (j) ..... 1  
 Regulatory Information (j) ..... 1  
 Safe Work Practices (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Asbestos Awareness (j) ..... 1  
 Carcinogen Safety (j) ..... 1  
 Compressed Gas Safety Program (j) ..... 1  
 Confined Space Entry (j) ..... 1  
 Fall Protection Awareness (j) ..... 1  
 Ladder and Scaffolding Safety (j) ..... 1

**Program Title..... Hrs**

Lockout/Tagout (j) ..... 1  
 Radiation Safety (j) ..... 1  
 Trenching and Excavation Safety (j) ..... 1  
 Portable Fire Extinguishers (j) ..... 1

**Bundle for IT/Office Professional**

Emergency Disaster Preparedness (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Hazard Communication (j) ..... 1  
 Office Ergonomics (j) ..... 1  
 Office Safety (j) ..... 1  
 Bloodborne Pathogens (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Back Safety Training (j) ..... 1  
 Defensive Driving (j) ..... 1

**Bundle for Laboratory Technician**

Access to Medical and Exposure Records (j) ..... 1  
 Bloodborne Pathogens (j) ..... 1  
 Emergency Disaster Preparedness (j) ..... 1  
 Emergency Response (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Laboratory Safety (j) ..... 1  
 Material Handling and Storage (j) ..... 1  
 Material Safety Data Sheets (j) ..... 1  
 Personal Protective Equipment (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Spill Prevention and Control (j) ..... 1  
 Back Safety Training (j) ..... 1  
 Ergonomics Awareness (j) ..... 1  
 Safe Work Practices (j) ..... 1  
 Asbestos Awareness (j) ..... 1  
 Carcinogen Safety (j) ..... 1  
 Chemical Process Safety Program (j) ..... 1  
 Compressed Gas Safety Program (j) ..... 1  
 Defensive Driving (j) ..... 1  
 Electrical Safety Awareness (j) ..... 1  
 Hearing Conservation (j) ..... 1  
 Lead Awareness (j) ..... 1  
 Radiation Safety (j) ..... 1  
 Respiratory Protection (j) ..... 1

**Bundle for Production Maintenance**

Access to Medical and Exposure Records (j) ..... 1  
 Bloodborne Pathogens (j) ..... 1  
 Chemical Process Safety Program (j) ..... 1  
 Emergency Disaster Preparedness (j) ..... 1  
 Fall Protection Awareness (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Forklift Safety (j) ..... 1  
 Hand and Power Tool Safety (j) ..... 1  
 Hazard Communication (j) ..... 1  
 Hazardous Materials Management (j) ..... 1  
 Ladder and Scaffolding Safety (j) ..... 1  
 Lockout/Tagout (j) ..... 1  
 Machine Guarding Safety (j) ..... 1  
 Material Handling and Storage (j) ..... 1  
 Personal Protective Equipment (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Back Safety Training (j) ..... 1  
 Electrical Safety Awareness (j) ..... 1

**Program Title ..... Hrs**

Smith System® Advanced Driver Training (j)..... 1  
 Industrial Ergonomics (j) ..... 1  
 Safe Work Practices (j) ..... 1  
 Asbestos Awareness (j) ..... 1  
 Carcinogen Safety (j) ..... 1  
 Compressed Gas Safety Program (j)..... 1  
 Confined Space Entry (j)..... 1  
 Hearing Conservation (j)..... 1  
 Indoor Hoisting and Rigging (j)..... 1  
 Lead Awareness (j) ..... 1  
 Powered Industrial Truck Safety (j)..... 1  
 Respiratory Protection (j)..... 1  
 Welding, Cutting, and Brazing (j)..... 1

**Bundle for Production Supervisor**

Back Safety Training (j)..... 1  
 Behavior-Based Safety for Supervisors (j)..... 1  
 Bloodborne Pathogens (j)..... 1  
 Electrical Safety Awareness (j)..... 1  
 Emergency Response (j) ..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Hand and Power Tool Safety (j) ..... 1  
 Hazard Communication (j)..... 1  
 Job Hazard Analysis (j)..... 1  
 Laboratory Safety (j)..... 1  
 Ladder and Scaffolding Safety (j)..... 1  
 Lockout/Tagout (j) ..... 1  
 Machine Guarding Safety (j) ..... 1  
 Material Handling and Storage (j) ..... 1  
 Personal Protective Equipment (j)..... 1  
 Powered Industrial Truck Safety (j)..... 1  
 Respiratory Protection (j)..... 1  
 Safe Work Practices (j) ..... 1  
 Slips, Trips, and Falls (j)..... 1  
 Spill Prevention and Control (j)..... 1  
 Construction Safety Orientation (j)..... 1  
 Defensive Driving (j) ..... 1  
 Emergency Disaster Preparedness (j) ..... 1  
 Fall Protection Awareness (j)..... 1  
 Forklift Safety (j)..... 1  
 Industrial Ergonomics (j) ..... 1  
 OSHA 300 Recordkeeping and Reporting (j)..... 1  
 Regulatory Information (j)..... 1  
 Welding, Cutting, and Brazing (j)..... 1  
 Asbestos Awareness (j) ..... 1  
 Compressed Gas Safety Program (j)..... 1  
 Confined Space Entry (j)..... 1  
 Hearing Conservation (j)..... 1  
 Indoor Hoisting and Rigging (j)..... 1  
 Lead Awareness (j) ..... 1  
 Radiation Safety (j) ..... 1

**Bundle for Production Worker**

Access to Medical and Exposure Records (j) ..... 1  
 Emergency Disaster Preparedness (j) ..... 1  
 Fall Protection Awareness (j)..... 1  
 Fire Prevention and Safety (j) ..... 1  
 Forklift Safety (j)..... 1  
 Hand and Power Tool Safety (j) ..... 1  
 Hazard Communication (j)..... 1  
 Hearing Conservation (j)..... 1

**Program Title..... Hrs**

Ladder and Scaffolding Safety (j) ..... 1  
 Machine Guarding Safety (j)..... 1  
 Material Handling and Storage (j)..... 1  
 Material Safety Data Sheets (j) ..... 1  
 Personal Protective Equipment (j)..... 1  
 Powered Industrial Truck Safety (j)..... 1  
 Respiratory Protection (j) ..... 1  
 Slips, Trips, and Falls (j) ..... 1  
 Spill Prevention and Control (j) ..... 1  
 Welding, Cutting, and Brazing (j)..... 1  
 Back Safety Training (j)..... 1  
 Bloodborne Pathogens (j)..... 1  
 Confined Space Entry (j)..... 1  
 Electrical Safety Awareness (j)..... 1  
 Industrial Ergonomics (j)..... 1  
 Safe Work Practices (j)..... 1  
 Asbestos Awareness (j) ..... 1  
 Carcinogen Safety (j)..... 1  
 Chemical Process Safety Program (j)..... 1  
 Compressed Gas Safety Program (j)..... 1  
 Lead Awareness (j)..... 1  
 Radiation Safety (j)..... 1

**Bundle for Transportation and Warehouse Worker**

Back Safety Training (j)..... 1  
 DOT Hazardous Material Table (j)..... 1  
 DOT Loading and Storage (j)..... 1  
 DOT Packaging and Labeling (j) ..... 1  
 DOT Shipping Papers (j)..... 1  
 Industrial Ergonomics (j)..... 1  
 Hazard Communication (j)..... 1  
 Ladder Safety (j)..... 1  
 Material Handling and Storage (j)..... 1  
 Powered Industrial Truck Safety (j)..... 1  
 Slips, Trips, and Falls (j) ..... 1