

# Package 3

## The Complete Business Professional Package

Take your business to the next level of professionalism and efficiency.

**Total Investment: \$1599.00 inc GST**

Every single course in the following package was requested by more than 10% of respondents. This package includes all the technical knowledge above, but includes technical and business skills that will help develop you and your staff to the next level in professionalism and productivity.

### **Microsoft**

- ✓ Full MCSE 2003 Certification Package
- ✓ Comprehensive C# & VB.Net
- ✓ Microsoft Office 2003 Suite
  - SharePoint 2003 – Comprehensive Series
  - Word 2003 – Comprehensive Series
  - Excel 2003 – Comprehensive Series
  - Access 2003 – Comprehensive Series
  - PowerPoint 2003 – Comprehensive Series
  - Outlook 2003 – Comprehensive Series
  - Project 2003 – Comprehensive Series

### **Cisco**

- ✓ Cisco CCNA Certification Package
- ✓ Cisco CCNP Certification Package

### **CompTIA**

- ✓ A+ (Software & Hardware)
- ✓ Network+

### **Business Skills Covering the following topics**

- ✓ Project Management
- ✓ Professional Telephone Skills
- ✓ Customer Service
- ✓ Time Management
- ✓ Managing Teams
- ✓ Team Building
- ✓ Sales Skills
- ✓ Financial management/Budgeting
- ✓ Business Negotiating

## Features and Benefits

- ✓ Instant Mentoring available within the course 24x7
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
- ✓ Accessibility options for the visually impaired
- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations
- ✓ Consistent platform for courseware and reporting/tracking of e-learning data
- ✓ Downloadable for stand-alone use, and uploadable for AICC-compliant data (scores, bookmarks, etc.) to synch with Internet scores
- ✓ Intuitive interface with all features accessible from one login
- ✓ Online Reference Library available for additional research

## **Microsoft Technical**

### **Windows Server 2003 Active Directory MCSE 70-294 Series (W294AD)**

- MCSE 70-294: 1 Active Directory Infrastructure Overview (W29401)
- MCSE 70-294: 2 Working with User, Group, and Computer Accounts (W29402)
- MCSE 70-294: 3 Creating User and Group Strategies (W29403)
- MCSE 70-294: 4 Working with Forests and Domains (W29404)
- MCSE 70-294: 5 Restructuring a Forest and Renaming Domains (W29405)
- MCSE 70-294: 6 Working with Trusts and Organizational Units (W29406)
- MCSE 70-294: 7 Working with Active Directory Sites (W29407)
- MCSE 70-294: 8 Working with Domain Controllers (W29408)
- MCSE 70-294: 9 Working with Global Catalog Servers and Schema (W29409)
- MCSE 70-294: 10 Working with Group Policy (W29410)
- MCSE 70-294: 11 Deploying Software Via Group Policy (W29411)
- MCSE 70-294: 12 Ensuring Active Directory Availability (W29412)

### **Windows Server 2003 Administration MCSA/MCSE 70-290 Series (W290SA)**

- Windows Server 2003 Administration MCSA/MCSE 70-290: 1 Overview of Windows Server 2003 (W29001)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 2 Managing Physical and Logical Disks (W29002)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 3 Configuring, Monitoring, and Troubleshooting Server Hardware (W29003)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 4 Managing User, Group, and Computer Accounts (W29004)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 5 Managing Access to Resources (W29005)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 6 Configuring Terminal Services (W29006)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 7 Managing and Troubleshooting Terminal Services (W29007)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 8 Using Server Management Tools (W29008)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 9 Managing Web Servers in IIS 6.0 (W29009)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 10 Monitoring Performance and Security (W29010)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 11 Planning Disaster Recovery (W29011)
- Windows Server 2003 Administration MCSA/MCSE 70-290: 12 Implementing Disaster Recovery (W29012)

### **Windows Server 2003 Infrastructure MCSE 70-297 Series (SRINFR)**

- MCSE 70-297: 1 Assessing the Environment (SRIN01)
- MCSE 70-237: 2 Developing the Active Directory Infrastructure Design (SRIN02)
- MCSE 70-237: 3 Developing the Network Services Design (SRIN03)
- MCSE 70-237: 4 Designing Logical Components (SRIN04)
- MCSE 70-237: 5 Name Resolution (SRIN05)
- MCSE 70-238: 6 Remote Access and Address Management (SRIN06)
- MCSE 70-238: 7 Service Placement and Sizing (SRIN07)
- MCSE 70-238: 8 The Physical Design (SRIN08)
- MCSE 70-238: 9 Practice Exam (SRIN09)

### **Windows Server 2003 Network Management MCSE 70-291 Series (W291NI)**

- Windows Server 2003 Network Management MCSE 70-291: 1 TCP/IP Protocol (W29101)
- Windows Server 2003 Network Management MCSE 70-291: 2 IP Addressing and Routing (W29102)
- Windows Server 2003 Network Management MCSE 70-291: 3 Classless Subnet Masking and Client Address Configuration (W29103)
- Windows Server 2003 Network Management MCSE 70-291: 4 The Dynamic Host Configuring Protocol (DHCP) (W29104)
- Windows Server 2003 Network Management MCSE 70-291: 5 Integrating and Troubleshooting DHCP (W29105)

Windows Server 2003 Network Management MCSE 70-291: 6 Windows Internet Name Server (WINS) (W29106)

Windows Server 2003 Network Management MCSE 70-291: 7 WINS Client and Interoperability and NetBIOS (W29107) Windows Server 2003 Network Management MCSE 70-291: 8 Domain Naming System Concepts (W29108)

Windows Server 2003 Network Management MCSE 70-291: 9 The DNS Server (W29109)

Windows Server 2003 Network Management MCSE 70-291:10 Routing and Remote Access Service VPN Services (W29110)

Windows Server 2003 Network Management MCSE 70-291: 11 Security Templates and Software Updates (W29111)

Windows Server 2003 Network Management MCSE 70-291: 12 Monitoring and Troubleshooting Network Activity (W29112)

Windows Server 2003 Network Management MCSE 70-291: 13 LAN Routing and Dial-Up Services (W29113)

Windows Server 2003 Network Management MCSE 70-291: 14 LAN and Dial-Up Services (W29114)

### **Windows Server 2003 Network Planning MCSE 70-293 Series (W293NP)**

Windows Server 2003 Network Planning MCSE 70-293: 1 Using Planning Tools and Documentation (W29301)

Windows Server 2003 Network Planning MCSE 70-293: 2 Server Roles and Security (W29302)

Windows Server 2003 Network Planning MCSE 70-293: 3 TCP/IP Infrastructure (W29303)

Windows Server 2003 Network Planning MCSE 70-293: 4 Routing (W29304)

Windows Server 2003 Network Planning MCSE 70-293: 5 Internet Connectivity (W29305)

Windows Server 2003 Network Planning MCSE 70-293: 6 DNS Name Resolution (W29306)

Windows Server 2003 Network Planning MCSE 70-293: 7 NetBIOS Name Resolution (W29307)

Windows Server 2003 Network Planning MCSE 70-293: 8 Remote Access (W29308)

Windows Server 2003 Network Planning MCSE 70-293: 9 High Availability (W29309)

Windows Server 2003 Network Planning MCSE 70-293: 10 Windows Cluster Services and Network Load Balancing (W29310)

Windows Server 2003 Network Planning MCSE 70-293: 11 Internet Protocol (W29311)

Windows Server 2003 Network Planning MCSE 70-293: 12 Security Framework (W29312)

Windows Server 2003 Network Planning MCSE 70-293: 13 Public Key Infrastructure (W29313)

### **Windows Server 2003 Security MCSE 70-298 Series (SRSCUR)**

MCSE 70-298: 1 Designing a Secure Network Framework (SRSC01)

MCSE 70-298: 2 Defining a Baseline Security Template (SRSC02)

MCSE 70-298: 3 Designing Role-Based Server Security (SRSC03)

MCSE 70-298: 4 Securing a Public Key Infrastructure and Network Management Processes (SRSC04)

MCSE 70-298: 5 Designing Network Infrastructure Security (SRSC05)

MCSE 70-298: 6 Securing Data Transmissions and Wireless Networks (SRSC06)

MCSE 70-298: 7 Securing Internet Information Services (SRSC07)

MCSE 70-298: 8 Securing VPNs, Extranets, and Network Clients (SRSC08)

MCSE 70-298: 9 Securing Active Directory (SRSC09)

MCSE 70-298: 10 Designing an Access Control Strategy for Files and Folders (SRSC10)

MCSE 70-298: 11 Designing an Encrypted File System and Securing Backup/Restore Processes (SRSC11)

MCSE 70-298: 12 Practice Exam (SRSC12)

### **Windows Server 2003 Series (WSERVR)**

Windows Server 2003: 1 Installation and Setup (WSER01)

Windows Server 2003: 2 Working with Active Directory (WSER02)

Windows Server 2003: 3 Printing and IP Addressing (WSER03)

Windows Server 2003: 4 Managing Users and Permissions (WSER04)

Windows Server 2003: 5 Managing Backup and Security (WSER05)

### **Windows XP Professional MCSE 70-270 Series (X270PR)**

Windows XP Professional MCSE 70-270: 1 Installation (X27001)

Windows XP Professional MCSE 70-270: 2 Administering Resources (X27002)  
Windows XP Professional MCSE 70-270: 3 Configuring Hardware (X27003)  
Windows XP Professional MCSE 70-270: 4 Optimizing the System (X27004)  
Windows XP Professional MCSE 70-270: 5 Configuring the Desktop (X27005)  
Windows XP Professional MCSE 70-270: 6 Networking the System (X27006)  
Windows XP Professional MCSE 70-270: 7 Securing the System (X27007)

### **Server 2003 Security Admin MCSA/MCSE 70-299 Series (SVSECA)**

Server 2003 Security Admin MCSA/MCSE 70-299: 1 Implementing, Managing, and Troubleshooting Security Policies (SVSE01)  
Server 2003 Security Admin MCSA/MCSE 70-299: 2 Network Communications Security and Patch Management (SVSE02)  
Server 2003 Security Admin MCSA/MCSE 70-299: 3 PKI Administration and IPSec Troubleshooting (SVSE03)  
Server 2003 Security Admin MCSA/MCSE 70-299: 4 Planning and Implementing Security for Remote Users and Wireless Networks (SVSE04)  
Server 2003 Security Admin MCSA/MCSE 70-299: 5 Practice Exams (SVSE05)

### **SQL Server 2000 Admin MCDBA/MCSA/MCSE 70-228 Series (S228AD)**

MCDBA/MCSA/MCSE 70-228: 1 Basic Concepts and Installation (S22801)  
MCDBA/MCSA/MCSE 70-228: 2 Advanced Installation (S22802)  
MCDBA/MCSA/MCSE 70-228: 3 Creating and Managing Databases (S22803)  
MCDBA/MCSA/MCSE 70-228: 4 Disaster Recovery and Data Integrity (S22804)  
MCDBA/MCSA/MCSE 70-228: 5 Extracting and Securing Data (S22805)  
MCDBA/MCSA/MCSE 70-228: 6 Automation and Performance (S22806)  
MCDBA/MCSA/MCSE 70-228: 7 Practice Exam (S22807)

### **SQL Server 2000 Database Design Series MCSE 70-229 (SQL229)**

MCSE 70-229: 1 Data Modeling and Database Creation (SQL201)  
MCSE 70-229: 2 Database Objects (SQL202)  
MCSE 70-229: 3 Retrieving and Modifying Data (SQL203)  
MCSE 70-229: 4 Indexes and Views (SQL204)  
MCSE 70-229: 5 Database Programming (SQL205)  
MCSE 70-229: 6 Remote Data Access and XML (SQL206)  
MCSE 70-229: 7 Optimization and Security (SQL207)  
MCSE 70-229: 8 Exam Preparation 1 (SQL208)  
MCSE 70-229: 9 Exam Preparation 2 (SQL209)

### **MS Exchange Server 2003 MCSA/MCSE 70-284 Series (EXMANG)**

MCSA/MCSE 70-284: 1 Implementing and Troubleshooting (EXMA01)  
MCSA/MCSE 70-284: 2 Managing Exchange Recipient Objects (EXMA02)  
MCSA/MCSE 70-284: 3 Managing Address Lists and Policies (EXMA03)  
MCSA/MCSE 70-284: 4 Managing the Exchange Organization (EXMA04)  
MCSA/MCSE 70-284: 5 Managing Computers and Performance (EXMA05)  
MCSA/MCSE 70-284: 6 Security and Troubleshooting (EXMA06)  
MCSA/MCSE 70-284: 7 Practice Exams (EXMA07)

### **TCP/IP Series (TCP001)**

TCP/IP: 1 Introduction to TCP/IP Concepts (TCPC01)  
TCP/IP: 2 Data Delivery and Routing (TCPC02)  
TCP/IP: 3 Microsoft TCP/IP and IIS (TCPC03)  
TCP/IP: 4 Printing Services and DHCP (TCPC04)  
TCP/IP: 5 Name Resolution and WINS (TCPC05)  
TCP/IP: 6 Introduction to DNS Server (TCPC06)  
TCP/IP: 7 Managing DNS and TCP/IP (TCPC07)

TCP/IP: 8 Utilities for Monitoring TCP/IP (TCPC08)  
TCP/IP: 9 Performance Monitor and RAS (TCPC09)  
TCP/IP: 10 PPTP and Troubleshooting (TCPC10)

### **Visual Basic .NET for Web MCSD/MCAD 70-305 Series (VBNWEB)**

Visual Basic .NET for Web MCSD/MCAD 70-305: 1 Web Forms and Controls (VBNW01)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 2 User Interface Navigation and Error Handling (VBNW02)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 3 Binding, Consuming, and Manipulating Data (VBNW03)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 4 Components, Assemblies, and Web Services (VBNW04)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 5 Globalization and Legacy Code (VBNW05)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 6 Maintaining, Supporting, and Configuring Web Applications (VBNW06)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 7 Testing, Debugging, and Deploying Web Applications (VBNW07)  
Visual Basic .NET for Web MCSD/MCAD 70-305: 8 Practice Exams (VBNW08)

### **Visual Basic .NET for XML Web MCSD/MCAD 70-310 Series (XMLBAS)**

Visual Basic .NET for XML Web MCSD/MCAD 70-310: DataSets and XML Data (XMIB01)  
Visual Basic .NET for XML Web MCSD/MCAD 70-310: .NET Remoting and Web Services (XMIB02)  
Visual Basic .NET for XML Web MCSD/MCAD 70-310: Windows Services and Component Services (XMIB03)  
Visual Basic .NET for XML Web MCSD/MCAD 70-310: Testing, Debugging, and Deployment (XMIB04)  
Visual Basic .NET for XML Web MCSD/MCAD 70-310: Security Issues (XMIB05)  
Visual Basic .NET for XML Web MCSD/MCAD 70-310: Practice Exams (XMIB06)

### **Visual Basic.NET Windows Apps MCSD/MCAD 70-306 Series (VBWIND)**

MCSD/MCAD 70-306: 1 Windows Forms and Controls (VBWI01)  
MCSD/MCAD 70-306: 2 Exceptions, Components, and Assemblies (VBWI02)  
MCSD/MCAD 70-306: 3 Binding and Manipulating Data (VBWI03)  
MCSD/MCAD 70-306: 4 Globalization and User Services (VBWI04)  
MCSD/MCAD 70-306: 5 Testing, Deploying, and Maintaining Windows Applications (VBWI05)  
MCSD/MCAD 70-306: 6 Practice Exam (VBWI06)

### **Visual C# Web Application MCAD 70-315 Series (WAC315)**

MCAD 70-315: 1 Introducing Web Forms (WAC301)  
MCAD 70-315: 2 Controls and Input Validation (WAC302)  
MCAD 70-315: 3 Implementing Navigation for the User Interface (WAC303)  
MCAD 70-315: 4 Error Handling, User Assistance, and Accessibility (WAC304)  
MCAD 70-315: 5 Data Binding (WAC305)  
MCAD 70-315: 6 Accessing and Manipulating Data (WAC306)  
MCAD 70-315: 7 SQL Server Data and Data Errors (WAC307)  
MCAD 70-315: 8 Managing.NET Components and Assemblies (WAC308)  
MCAD 70-315: 9 Web Services, Globalization, and Legacy Code (WAC309)  
MCAD 70-315: 10 Testing and Debugging Web Applications (WAC310)  
MCAD 70-315: 11 Deploying a Web Application and Using Shared Assemblies (WAC311)  
MCAD 70-315: 12 Maintaining, Supporting, and Configuring Web Applications (WAC312)  
MCAD 70-315: 13 Practice Exam (WAC313)

### **Visual C# XML MCAD 70-320 Series (XMC320)**

MCAD 70-320: 1 Creating and Manipulating DataSets (XMC301)  
MCAD 70-320: 2 Accessing and Manipulating SQL Server Data (XMC302)  
MCAD 70-320: 3 Accessing and Manipulating XML Data (XMC303)  
MCAD 70-320: 4 .Net Remoting Architecture (XMC304)  
MCAD 70-320: 5 Applying .NET Remoting (XMC305)  
MCAD 70-320: 6 Web Services (XMC306)

MCAD 70-320: 7 Windows Services (XMC307)  
MCAD 70-320: 8 Component Services (XMC308)  
MCAD 70-320: 9 Enterprise Services And Unmanaged Code (XMC309)  
MCAD 70-320: 10 Testing and Debugging (XMC310)  
MCAD 70-320: 11 Deployment (XMC311)  
MCAD 70-320: 12 Security (XMC312)  
MCAD 70-320: 13 Practice Exam (XMC313)

**Microsoft.Net Applications MCSD/MCAD/MCDBA 70-316 Series (APPNET)**

MCSD/MCAD/MCDBA 70-316: 1 Windows Forms (APPN01)  
MCSD/MCAD/MCDBA 70-316: 2 Components, Assemblies, and Services (APPN02)  
MCSD/MCAD/MCDBA 70-316: 3 Data Binding and Data Manipulation (APPN03)  
MCSD/MCAD/MCDBA 70-316: 4 User Assistance and Accessibility (APPN04)  
MCSD/MCAD/MCDBA 70-316: 5 Testing, Deployment, Configuration and Support (APPN05)  
MCSD/MCAD/MCDBA 70-316: 6 Practice Exams (APPN06)

**Microsoft .NET Architectures MCP/MCSD 70-300 Series (ARCNET)**

MCP/MCSD 70-300: 1 Envisioning the Solution and Analyzing Business Requirements (ARCN01)  
MCP/MCSD 70-300: 2 Analyzing User, Operational, and Infrastructure Requirements (ARCN02)  
MCP/MCSD 70-300: 3 Developing Specifications and Creating the Conceptual Design (ARCN03)  
MCP/MCSD 70-300: 4 Creating the Logical Design (ARCN04)  
MCP/MCSD 70-300: 5 Creating the Logical Data Model and Physical Design (ARCN05)  
MCP/MCSD 70-300: 6 Deploying the Application and Creating Standards (ARCN06)  
MCP/MCSD 70-300: 7 Practice Exam (ARCN07)

**MS Exchange Server 2003 MCSA/MCSE 70-284 Series (EXMANG)**

MCSA/MCSE 70-284: 1 Implementing and Troubleshooting (EXMA01)  
MCSA/MCSE 70-284: 2 Managing Exchange Recipient Objects (EXMA02)  
MCSA/MCSE 70-284: 3 Managing Address Lists and Policies (EXMA03)  
MCSA/MCSE 70-284: 4 Managing the Exchange Organization (EXMA04)  
MCSA/MCSE 70-284: 5 Managing Computers and Performance (EXMA05)  
MCSA/MCSE 70-284: 6 Security and Troubleshooting (EXMA06)  
MCSA/MCSE 70-284: 7 Practice Exams (EXMA07)

## Full Cisco CCNA Certification Package (Includes Intro to Cisco technologies course)

Over 50% of respondents said their business would benefit from access to CCNA Training programmes, and wanted a full certification track to be included in this year's e-Learning package.

Service Centres indicated they would use this resource for both preparing for Certification and as an On-demand reference tool.

### Features and Benefits

- ✓ Instant Mentoring available within the course 24x7
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
- ✓ Accessibility options for the visually impaired
- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations
- ✓ Consistent platform for courseware and reporting/tracking of e-learning data
- ✓ Downloadable for stand-alone use, and uploadable for AICC-compliant data (scores, bookmarks, etc.) to synch with Internet scores
- ✓ Intuitive interface with all features accessible from one login
- ✓ Online Reference Library available for additional research
- ✓ Hands-on, live application exercises with TechLabs

### CCNA

#### Cisco CCNA 640-801 Series

- CCNA 640-801: 1 The Open System Interconnect Model (OSI)
- CCNA 640-801: 2 Hardware and the OSI Reference Model
- CCNA 640-801: 3 Wide Area Network Protocols
- CCNA 640-801: 4 TCP/IP Technologies
- CCNA 640-801: 5 Understanding Layer 2 Switching Technologies
- CCNA 640-801: 6 Understanding Layer 3 Router Technologies
- CCNA 640-801: 7 Configuring a Cisco Switch
- CCNA 640-801: 8 Configuring a Cisco Router
- CCNA 640-801: 9 Creating and Applying Additional Router Configurations
- CCNA 640-801: 10 Practice Exam

### AND

## Full Cisco CCNP Certification Package

### Features and Benefits

- ✓ Instant Mentoring available within the course 24x7
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
- ✓ Accessibility options for the visually impaired
- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations

- ✓ Consistent platform for courseware and reporting/tracking of e-learning data
- ✓ Downloadable for stand-alone use, and uploadable for AICC-compliant data (scores, bookmarks, etc.) to synch with Internet scores
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- ✓ Online Reference Library available for additional research
- ✓ Hands-on, live application exercises with TechLabs

## CCNP

### **Cisco BCMSN 642-811 Series**

- BCMSN 642-11: 1 Switched Networks, VLANs, and Trunks
- BCMSN 642-11: 2 Spanning Tree Protocol
- BCMSN 642-11: 3 Enhancements to STP
- BCMSN 642-11: 4 Multilayer Switching
- BCMSN 642-11: 5 Availability and Redundancy
- BCMSN 642-11: 6 Multicasts
- BCMSN 642-11: 7 Networks Quality of Service
- BCMSN 642-11: 8 QoS Configurations and Verification
- BCMSN 642-11: 9 MLS Optimization and Security
- BCMSN 642-11: 10 Metro Ethernet
- BCMSN 642-11: 11 Practice Exams

### **Cisco BCRAN 642-821 Series**

- BCRAN 642-821: 1 WAN Technologies, Components, and AAA Security
- BCRAN 642-821: 2 PPP Authentication & Network Address Translation
- BCRAN 642-821: 3 Modems and Asynchronous Connections
- BCRAN 642-821: 4 Using ISDN Connections
- BCRAN 642-821: 5 Using Frame Relay Connections
- BCRAN 642-821: 6 Dial-on Demand and Broadband
- BCRAN 642-821: 7 Enabling Backup Connections and Management of Traffic
- BCRAN 642-821: 8 Securing the Network with VPNs
- BCRAN 642-821: 9 Practice Exams

### **Cisco BSCI 642-801 Series**

- BSCI 642-801: 1 Routing Principles
- BSCI 642-801: 2 Extending IP Addresses
- BSCI 642-801: 3 Implementing OSPF in a Single Area
- BSCI 642-801: 4 Interconnecting OSPF Areas
- BSCI 642-801: 5 Applying Integrated IS-IS
- BSCI 642-801: 6 Employing Enhanced IGRP
- BSCI 642-801: 7 Configuring Border Gateway Protocol
- BSCI 642-801: 8 Scaling BGP Networks
- BSCI 642-801: 9 Routing Update Optimization & Redistribution
- BSCI 642-801: 10 Practice Exam

### **Cisco CIT 642-831 Series**

- CIT 642-831: 1 Networking Principles and Technologies
- CIT 642-831: 2 TCP/IP
- CIT 642-831: 3 Windows Troubleshooting
- CIT 642-831: 4 The Physical and Data Link Layer
- CIT 642-831: 5 Virtual LANS
- CIT 642-831: 6 Serial Links
- CIT 642-831: 7 Routing Protocols
- CIT 642-831: 8 ISDN
- CIT 642-831: 9 Practice Exams

35% of respondents said their business would benefit from access to CCNP Training programmes, and wanted a full certification track to be included in this year's e-Learning package.

Service Centres indicated they would use this resource for both preparing for Certification and as an On-demand reference tool.

## AND

### CompTIA Certification Courses

#### Features and Benefits

- ✓ Instant Mentoring available within the course 24x7
- ✓ Flash enabled fully interactive lab activities
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
- ✓ Accessibility options for the visually impaired
- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations
- ✓ Consistent platform for courseware and reporting/tracking of e-learning data
- ✓ Downloadable for stand-alone use, and uploadable for AICC-compliant data (scores, bookmarks, etc.) to synch with Internet scores
- ✓ Intuitive interface with all features accessible from one login
- ✓ Online Reference Library available for additional research
- ✓ Hands-on, live application exercises with TechLabs

### CompTIA

#### CompTIA A+ Series

- CompTIA A+: 1 Computer Basics
- CompTIA A+: 2 Bus Structures and Microprocessors
- CompTIA A+: 3 Memory and Data Storage
- CompTIA A+: 4 Powering and Disassembling
- CompTIA A+: 5 Input and Output
- CompTIA A+: 6 Printers and Portable Systems
- CompTIA A+: 7 Keeping the PC Running
- CompTIA A+: 8 OS Basics and Windows 95, 98, and Me
- CompTIA A+: 9 Windows 2000 XP and OS Troubleshooting
- CompTIA A+: 10 Networking
- CompTIA A+: 11 Working on the Network and Internet
- CompTIA A+: 12 Practice Exam

#### CompTIA Network+ 2005 (N10-003) Series

- CompTIA Network+ 2005 (N10-003): 1 Network Fundamentals and Operating Systems
- CompTIA Network+ 2005 (N10-003): 2 Network Media
- CompTIA Network+ 2005 (N10-003): 3 Network Devices
- CompTIA Network+ 2005 (N10-003): 4 Wireless Technologies
- CompTIA Network+ 2005 (N10-003): 5 The OSI Model
- CompTIA Network+ 2005 (N10-003): 6 TCP/IP Fundamentals
- CompTIA Network+ 2005 (N10-003): 7 TCP/IP Configuration and Utilities
- CompTIA Network+ 2005 (N10-003): 8 Network and Remote Access Service
- CompTIA Network+ 2005 (N10-003): 9 Network Infrastructure and Security
- CompTIA Network+ 2005 (N10-003): 10 Fault Management and Disaster Recovery

CompTIA Network+ 2005 (N10-003): 11 Troubleshooting

**CompTIA Server+ 2005 (SK0-002) Series**

- CompTIA Server+ 2005 (SK0-002): 1 Server Basics
- CompTIA Server+ 2005 (SK0-002): 2 Server Availability
- CompTIA Server+ 2005 (SK0-002): 3 Multiprocessing and Server Memory
- CompTIA Server+ 2005 (SK0-002): 4 Server Bus Architecture
- CompTIA Server+ 2005 (SK0-002): 5 SCSI Systems
- CompTIA Server+ 2005 (SK0-002): 6 IDE/ATA and RAID Systems
- CompTIA Server+ 2005 (SK0-002): 7 Advanced Storage Arrays
- CompTIA Server+ 2005 (SK0-002): 8 Installing Hardware

**AND**

**Microsoft Desktop Applications**

- ✓ Flash enabled Interactive lab activities
- ✓ Streaming Video
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
- ✓ Accessibility options for the visually impaired
- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations
- ✓ Consistent platform for courseware and reporting/tracking of e-learning data
- ✓ Downloadable for stand-alone use, and uploadable for AICC-compliant data (scores, bookmarks, etc.) to synch with Internet scores
- ✓ Intuitive interface with all features accessible from one login
- ✓ Online Reference Library available for additional research

**Microsoft Desktop Applications**

**Project 2003 Series (PRJ3MS)**

- Project 2003: 1 Learning the Basics (PRJ301)
- Project 2003: 2 Setting up a Project (PRJ302)
- Project 2003: 3 Managing Project File (PRJ303)
- Project 2003: 4 Creating a Task List (PRJ304)
- Project 2003: 5 Scheduling Tasks (PRJ305)
- Project 2003: 6 Viewing a Schedule (PRJ306)
- Project 2003: 7 Defining Resources and Costs (PRJ307)
- Project 2003: 8 Assigning Resources and Costs (PRJ308)
- Project 2003: 9 Tracking a Project (PRJ309)
- Project 2003: 10 Analyzing Progress and Revising the Schedule (PRJ310)

**PowerPoint2003 Series (PWPT03)**

- PowerPoint 2003: 1 Introduction to PowerPoint (PWPT01)
- PowerPoint 2003: 2 Completing the Presentation (PWPT02)
- PowerPoint 2003: 3 Maximizing Presentation Effectiveness (PWPT03)
- PowerPoint 2003: 4 Color, Masters, and Templates (PWPT04)
- PowerPoint 2003: 5 Drawings, Charts, Sound and Video (PWPT05)
- PowerPoint 2003: 6 Animation, Web Pages, and Collaboration (PWPT06)

**Outlook 2003 Series (OUTLK3)**

Outlook 2003: 1 Getting Started (OUTL01)  
Outlook 2003: 2 Managing Messages (OUTL02)  
Outlook 2003: 3 Contacts and Calendar Entries (OUTL03)  
Outlook 2003: 4 Tasks, Notes, and Journal Entries (OUTL04)  
Outlook 2003: 5 Newsgroups and Outlook Web Access (OUTL05)  
Outlook 2003: 6 Collaboration and Security (OUTL06)  
Outlook 2003: 7 Personalizing Outlook and Other Tips (OUTL07)

### **Excel 2003 Series (EXCL03)**

Excel 2003: 1 Getting Started (EXCL01)  
Excel 2003: 2 Creating a Spreadsheet (EXCL02)  
Excel 2003: 3 Formatting Data (EXCL03)  
Excel 2003: 4 Editing and Printing Worksheets (EXCL04)  
Excel 2003: 5 Managing Worksheets (EXCL05)  
Excel 2003: 6 Charts and Databases (EXCL06)  
Excel 2003: 7 Hypertext and Tips (EXCL07)

### **Access 2003 Series (MACCS3)**

Access 2003: 1 Introduction to Access (MACC01)  
Access 2003: 2 Designing and Building Tables (MACC02)  
Access 2003: 3 Enhanced Tables & Datasheets (MACC03)  
Access 2003: 4 Searches and Queries (MACC04)  
Access 2003: 5 Advanced Queries and Calculations (MACC05)  
Access 2003: 6 Access Report System (MACC06)  
Access 2003: 7 The Internet, Forms, and the Analyzer (MACC07)

### **SharePoint 2003 Series (SP03MS)**

SharePoint 2003: 1 SharePoint Basics (SP0301)  
SharePoint 2003: 2 Standard Libraries and Lists (SP0302)  
SharePoint 2003: 3 Advanced SharePoint Features (SP0303)  
SharePoint 2003: 4 Site Administration Basics (SP0304)  
SharePoint 2003: 5 Advanced Administration Functions (SP0305)

### **Word 2003 Series (WORD03)**

Word 2003: 1 Introduction to Word (WORD01)  
Word 2003: 2 Navigating, Editing, and Working with Text Blocks (WORD02)  
Word 2003: 3 Spell Checking, Print Preparation, and Other Tips (WORD03)  
Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs (WORD04)  
Word 2003: 5 Formatting Tabs, Pages, and Documents (WORD05)  
Word 2003: 6 Styles, Templates, and Formatting Tips (WORD06)  
Word 2003: 7 Borders, Tables, and Columns (WORD07)  
Word 2003: 8 Lists, Images, and Art (WORD08)  
Word 2003: 9 Creating Projects with Word (WORD09)

**AND**

## **Professional Development of Business Skills**

### **Features and Benefits**

- ✓ Awarded as the best in the world
- ✓ Streaming Video
- ✓ Product delivery 24 hours a day, 7 days a week
- ✓ Search capabilities within courseware and across other products
- ✓ Customizable learning path options
- ✓ Interactive simulations
- ✓ Skill Assessment for courseware
- ✓ Online reference tools within the courseware
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- ✓ Courseware materials mapped and/or certified by industry vendors and technical associations
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- ✓ Intuitive interface with all features accessible from one login
- ✓ Online Reference Library available for additional research
- ✓ Hands-on, live application exercises with TechLabs

### **Business Skills**

**Internationally Acclaimed as *the* best. Includes Video content (Mentoring does not apply)**

#### **Customer Service Series (PBC004)**

- Customer Service: 1 Building Customer Loyalty (PB027)
- Customer Service: 2 Delighting Your Customers (PB186)
- Customer Service: 3 Building Web Relationships (Interview) (PB028)
- Customer Service: 4 Creating Customer Value (PB029)
- Customer Service: 5 Crown Your Customers (Interview) (PB030)
- Customer Service: 6 Customer Convenience is Key to E-Commerce (Interview) (PB031)
- Customer Service: 7 Customer Service Strategy (PB032)
- Customer Service: 8 Dealing with Customer Complaints (PB033)
- Customer Service: 9 Exceeding Customer Expectations (PB034)
- Customer Service: 10 Getting to Know Your Customers (PB035)
- Customer Service: 11 Getting Your Customer Experience Right (Interview) (PB036)
- Customer Service: 12 Implementing Effective Service Standards (PB037)
- Customer Service: 13 Keeping Loyal Customers (PB038)
- Customer Service: 16 Measuring Customer Service (PB041)
- Customer Service: 17 Profits, Not Promises (Interview) (PB042)
- Customer Service: 18 Understanding Customer Service (PB043)
- Customer Service: 19 Working Wounded: Building Relationships with Your Customers (PB044)
- Customer Service: 20 Working Wounded: Good News About Customer Complaints (PB045)

#### **Finance Series (PBF001)**

- Finance: 1 Building Budgets That Affect Reality (Interview) (PB046)
- Finance: 2 Capitalize Your Capital (Interview) (PB047)
- Finance: 3 Cash Flow Analysis (PB048)
- Finance: 4 Key Financial Ratios (PB049)
- Finance: 5 Linking Financial Management with Organizational Goals (PB050)
- Finance: 6 Understanding Financial Statements (PB051)
- Finance: 7 Working Wounded: The Budget Blues (PB052)

**Sales and Marketing Series (PBS001)**

- Sales and Marketing: 1 E-Mail Marketing (Interview) (PB127)
- Sales and Marketing: 2 Guerrilla Marketing (PB128)
- Sales and Marketing: 3 Guerrilla Trade Show Selling (PB129)
- Sales and Marketing: 4 Marketing Your Web Site (Interview) (PB130)
- Sales and Marketing: 5 New Rules of Online Advertising (Interview) (PB131)
- Sales and Marketing: 6 Sales Skills for Call Centers (PB132)
- Sales and Marketing: 7 Target Your Market (Interview) (PB133)
- Sales and Marketing: 8 The Influence Edge and Sales (PB134)
- Sales and Marketing: 9 Track Selling Step 1: Approach (PB135)
- Sales and Marketing: 10 Track Selling Step 2: Qualification (PB136)
- Sales and Marketing: 11 Track Selling Step 3: Agreement On Need (PB137)
- Sales and Marketing: 12 Track Selling Step 4: Sell the Company (PB138)
- Sales and Marketing: 13 Track Selling Step 5: Fill the Need (PB139)
- Sales and Marketing: 14 Track Selling Step 6: Act of Commitment (PB140)
- Sales and Marketing: 15 Track Selling Step 7: Cement the Sale (PB141)
- Sales and Marketing: 16 Working Wounded: Closing A Sale (PB142)
- Sales and Marketing: 17 Working Wounded: Getting Out of a Sales Slump (PB143)
- Sales and Marketing: 18 Working Wounded: Keys to a Successful Marketing Campaign (PB144)
- Sales and Marketing: 19 Working Wounded: Making A Gatekeeper an Ally (PB145)

**Leading Teams Series (PBL002)**

- Leading Teams: 1 Creating Successful Teams (Interview) (PB083)
- Leading Teams: 2 Developing Successful Teams (PB084)
- Leading Teams: 3 Successful Geo-Dispersed Teams (Interview) (PB085)
- Leading Teams: 4 Team Learning (Interview) (PB086)
- Leading Teams: 5 The Influence Edge and Your Team (PB087)
- Leading Teams: 6 Virtual Teams (PB088)
- Leading Teams: 7 Working Wounded: Teams at Work (PB089)

**Management Series (PBM001)**

- Management: 1 Attracting Key Talent (Interview) (PB090)
- Management: 2 Bringing The Workplace to Life (Interview) (PB091)
- Management: 3 Delegation Strategies (PB092)
- Management: 4 Fire Up and Motivate Your Employees (PB093)
- Management: 5 Handling Performance Problems (PB094)
- Management: 6 Interviewing for Organizational Fit (PB095)
- Management: 7 Interviewing for Success (PB096)
- Management: 8 Knowledge Management (Interview) (PB097)
- Management: 9 Making 360 Degree Feedback Work (PB098)
- Management: 10 Managing Performance (PB099)
- Management: 11 Managing Telecommuters (PB100)
- Management: 12 Motivate to Retain (Interview) (PB101)
- Management: 13 Recruiting Top Talent (PB102)
- Management: 14 Retaining Top Talent (PB103)
- Management: 15 Retention for the Long Haul (Interview) (PB104)
- Management: 16 Succession Planning (PB105)
- Management: 17 The Costs of Attrition (Interview) (PB106)
- Management: 18 The Diversity Manager (PB107)
- Management: 19 Working Wounded: Becoming a New Manager (PB108)
- Management: 20 Working Wounded: Counseling an Employee (PB109)
- Management: 21 Working Wounded: The More You Give, The More You'll Get (PB110)

**Negotiating Series (NGOLIB)**

- Negotiating: 1 Negotiating Techniques (NGOC01)
- Negotiating: 2 Gaining Control (NGOC02)
- Negotiating: 3 Closing the Deal (NGOC03)

Negotiating: 4 Everyday Negotiations (NGOC04)\

**Project Management Professional Certification 2005 (PMP5UP)**

Project Management Professional Certification 2005: 1 Project Management Framework and Initiating the Project (PMP501)

Project Management Professional Certification 2005: 2 Project Planning Processes (PMP502)

Project Management Professional Certification 2005: 3 Project Execution and Quality Management (PMP503)

Project Management Professional Certification 2005: 4 Project Monitoring and Control (PMP504)

Project Management Professional Certification 2005: 5 Project Closing (PMP505)

Project Management Professional Certification 2005: 6 Professional Responsibility (PMP506)

Project Management Professional Certification 2005: 7 Practice Exams (PMP507)

**Time Management Fundamentals Series (TIME01)**

Time Management Fundamentals: 1 Evaluating and Improving Time Management (TIME01)

Time Management Fundamentals: 2 Organizational Tasks and Creating Uninterrupted Time (TIME02)

Time Management Fundamentals: 3 Managing Meetings (TIME03)

Time Management Fundamentals: 4 Managing Workload (TIME04)

Time Management Fundamentals: 5 Managing Time with Co-Workers (TIME05)

**Communication Series (PBC003)**

Communication: 1 Curing Common Meeting Ailments (Interview) (PB012)

Communication: 3 Effective Business Writing (PB014)

Communication: 4 High Performance Communication (PB015)

Communication: 5 Keeping Meeting Participants Awake (Interview) (PB016)

Communication: 6 The People Styles Model (PB187)

Communication: 7 People Styles at Work (PB020)

Communication: 8 Resolving Conflict (PB017)

Communication: 9 Telephone Etiquette (PB018)

Communication: 10 The Influence Edge and E-Mail (PB019)

Communication: 11 Understanding Negotiation (PB021)

Communication: 12 Working Wounded: Effective Business Presentations (PB022)

Communication: 13 Working Wounded: Giving an Apology at Work (PB023)

Communication: 14 Working Wounded: Leading a Successful Meeting (PB024)

Communication: 15 Working Wounded: Making Group Decisions (PB025)

Communication: 16 Working Wounded: Working Through Conflict (PB026)

**AND**

## **CISSP – Certified Information Systems Security Professional**

### **Features and Benefits**

- ✓ Instant Mentoring available within the course 24x7
- ✓ Flash enabled fully interactive lab activities
- ✓ Product delivery 24 hours a day, 7 days a week
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### **Certified Information Systems Security Professional (CISSP) 1.0**

#### **CISSP Security Professional Series**

- CISSP Security Professional: 1 Access Control Systems and Methodology
- CISSP Security Professional: 2 Telecommunication and Network Security
- CISSP Security Professional: 3 Security Management and Practices
- CISSP Security Professional: 4 Applications and Systems Development Security
- CISSP Security Professional: 5 Cryptography, Security Architecture, and Security Models
- CISSP Security Professional: 6 Operations Security
- CISSP Security Professional: 7 Business Continuity and Disaster Recovery Planning
- CISSP Security Professional: 8 Law, Investigation, Ethics, and Physical Security
- CISSP Security Professional: 9 Practice Exams

## AND BONUS

### LINUX Red Hat Certification

#### Features and Benefits

- ✓ Instant Mentoring available within the course 24x7
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- ✓ Hands-on, live application exercises with TechLabs

## Bonus

### Linux Red Hat Technician RHCT RH202 Series

- Linux Red Hat Technician RHCT RH202: 1 RHCT Prerequisites
- Linux Red Hat Technician RHCT RH202: 2 Installation
- Linux Red Hat Technician RHCT RH202: 3 Advanced Installation
- Linux Red Hat Technician RHCT RH202: 4 Basic Configuration and Administration
- Linux Red Hat Technician RHCT RH202: 5 Kernel, User, and Recovery Administration
- Linux Red Hat Technician RHCT RH202: 6 The X Window System
- Linux Red Hat Technician RHCT RH202: 7 Linux Network Clients
- Linux Red Hat Technician RHCT RH202: 8 Exam Practice