

**Knowledge Packs available as of October 1 2011 - September 30 2012**

Title	Category	Bonus Business Skills Course
PMP	Project Mgmt.	Project Managing Outsourced Resources
PMI Risk Management Professional (PMI-RMP)	Project Mgmt.	Performance Management
Project Management Fundamentals	Project Mgmt.	Project Management for Technical Teams
Project Management Essentials	Project Mgmt.	Project Managing Outsourced Resources
CompTIA A+ (Win 7)	CompTIA	NA
CompTIA Network+	CompTIA	NA
CompTIA Project+	CompTIA	NA
CompTIA Security+	CompTIA	NA
CompTIA Security+ (Exam SY0-301)	CompTIA	NA
Adobe Acrobat X Pro: Level 2	OP	Global Marketing: Analyzing Your Audience
QuickBooks 2010 for Windows: Introduction	OP	Financial Performance Essentials
QuickBooks 2010 for Windows: Advanced	OP	Fundamentals of Finance for IT Managers
Microsoft Windows 7: Level 1	OP	Using Data to Communicate
Microsoft Windows 7: Level 2	OP	Communicating Across Cultures
Adobe CS5: New Features	CS5	Applying Leadership Principles
Adobe Dreamweaver CS5: Level 1	CS5	Practical Leadership
Adobe Dreamweaver CS5: Level 2	CS5	Using Data to Communicate
Adobe Dreamweaver CS5: Level 3	CS5	Creating and Maintaining Life Balance
Adobe Dreamweaver CS5: Level 1 (Macintosh)	CS5	Change Management for Employees
Adobe Dreamweaver CS5: Level 2 (Macintosh)	CS5	Using Data to Communicate
Adobe Flash CS5: Level 1 (First Look)	CS5	Performance Management (Second Edition)
Adobe Flash CS5: Level 2	CS5	Project Management Skills for Non-Project Managers
Adobe Flash CS5: Level 3	CS5	Problem-Solving Skills
Adobe Flash CS5: Level 1 (Macintosh)	CS5	Performance Management (Second Edition)
Adobe Flash CS5: Level 2 (Macintosh)	CS5	Project Management Skills for Non-Project Managers
Adobe Illustrator CS5: Level 1	CS5	Project Management Fundamentals: Second Edition
Adobe Illustrator CS5: Level 2	CS5	Effective Presentations
Adobe Illustrator CS5: Level 1 (Macintosh)	CS5	Project Management Fundamentals: Second Edition
Adobe Illustrator CS5: Level 2 (Macintosh)	CS5	Effective Presentations
Adobe InDesign CS5: Level 1	CS5	Project Management Skills for Non-Project Managers
Adobe InDesign CS5: Level 2	CS5	Effective Time Management for You
Adobe InDesign CS5: Level 1 (Macintosh)	CS5	Project Management Skills for Non-Project Managers
Adobe InDesign CS5: Level 2 (Macintosh)	CS5	Effective Time Management for You
Adobe Photoshop CS5: Level 1 (Macintosh)	CS5	Effective Presentations
Adobe Photoshop CS5: Level 2 (Macintosh)	CS5	Using Data to Communicate
Adobe Photoshop CS5: Web Production (Macintosh)	CS5	Effective Presentations
Photoshop CS5: Level 1	CS5	Managing Information Effectively
Photoshop CS5: Level 2	CS5	Using Data to Communicate
Photoshop CS5: Web Production	CS5	Effective Time Management for You
Photoshop CS5: Photo Printing and Color	CS5	Managing Information Effectively
Access 2007 Level 1	MSO 2007	Using Data to Communicate

Access 2007 Level 2	MSO 2007	Managing Information Effectively
Access 2007 Level 3	MSO 2007	Effectively Managing Technical Teams
Access 2007 Level 4	MSO 2007	Harnessing Innovation Within Teams
Access 2007 New Features	MSO 2007	Using Data to Communicate
Excel 2007: Level 1	MSO 2007	Finance Essentials
Excel 2007: Level 2	MSO 2007	Managing Information Effectively
Excel 2007: Level 3	MSO 2007	Fundamentals of Finance for IT Managers
Excel 2007: Level 4	MSO 2007	Problem-Solving Skills
Excel 2007: New Features	MSO 2007	Finance Essentials
InfoPath 2007: Creating InfoPath Forms	MSO 2007	Change Management for Managers
Office 2007: New Features	MSO 2007	Managing Information Effectively
Outlook 2007: Level 1	MSO 2007	Effective Time Management for You
Outlook 2007: Level 2	MSO 2007	Fundamentals of Data Communication: Level 2
Outlook 2007: Level 3	MSO 2007	Customer Service via Phone and Email
Outlook 2007: New Features	MSO 2007	Effective Time Management for You
PowerPoint 2007: Level 1	MSO 2007	Effective Presentations
PowerPoint 2007: Level 2	MSO 2007	Developing Successful Training for Non-Training Professionals
PowerPoint 2007: New Features	MSO 2007	Effective Presentations
Project 2007: Level 1	MSO 2007	Project Management Fundamentals
Project 2007: Level 2	MSO 2007	Project Management for Technical Teams
Project 2007: Professional	MSO 2007	Managing Project Teams (Second Edition)
Project 2007: Web Access	MSO 2007	Managing Outsourced Projects as an IT Vendor
Publisher 2007	MSO 2007	Developing Successful Training for Non-Training Professionals
Sharepoint Server 2007: Introduction	MSO 2007	Creating and Maintaining Life Balance
SharePoint Designer 2007: Level 1	MSO 2007	Applying Leadership Principles 1: Developing Critical Leadership Skills
SharePoint Designer 2007: Level 2	MSO 2007	Applying Leadership Principles 1: Developing Critical Leadership Skills
Visio 2007: Level 1	MSO 2007	Change Management for Employees
Visio 2007: Level 2	MSO 2007	Change Management for Managers
Word 2007: Level 1	MSO 2007	Effective Business Writing (Includes Simulation)
Word 2007: Level 2	MSO 2007	Practical Leadership (Includes Simulation)
Word 2007: Level 3	MSO 2007	Advanced Business Writing (Includes Simulation)
Word 2007: New Features	MSO 2007	Effective Business Writing (Includes Simulation)
Access 2010: Level 1	MSO 2010	Using Data to Communicate
Access 2010: Level 2	MSO 2010	Managing Information Effectively
Access 2010: Level 3	MSO 2010	Effectively Managing Technical Teams
Excel 2010: Level 1 First Look	MSO 2010	Finance Essentials
Excel 2010: Level 1	MSO 2010	Finance Essentials
Excel 2010: Level 2	MSO 2010	Managing Information Effectively
Excel 2010: Level 3	MSO 2010	Fundamentals of Finance for IT Managers
Office 2010: Transition from Office 2003	MSO 2010	Managing Information Effectively
Outlook 2010: Level 1	MSO 2010	Effective Time Management for You
Outlook 2010: Level 2	MSO 2010	Fundamentals of Data Communication: Level 2
Outlook 2010: Level 3	MSO 2010	Customer Service Via Phone and Email

PowerPoint 2010: Level 1	MSO 2010	Effective Presentations
PowerPoint 2010: Level 2	MSO 2010	Developing Successful Training for Non-Training Professionals
Project 2010 Level 1	MSO 2010	Project Management Fundamentals
Project 2010 Level 2	MSO 2010	Project Management for Technical Teams
SharePoint Foundation 2010: Level 1	MSO 2010	Managing Information Effectively
SharePoint Foundation 2010: Level 2	MSO 2010	Strategic Planning Skills
Word 2010: Level 1	MSO 2010	Effective Business Writing
Word 2010: Level 2	MSO 2010	Practical Leadership
Word 2010: Level 3	MSO 2010	Practical Leadership
OneNote 2010	MSO 2010	Motivating IT Teams
Publisher 2010	MSO 2010	Effective Presentations
Visio 2010: Level 1	MSO 2010	Change Management for Employees
Visio 2010: Level 2	MSO 2010	Change Management for Managers
Microsoft SharePoint Server 2010: Introduction	MSO 2010	Managing Information Effectively
SharePoint Designer 2010: Level 1	MSO 2010	Applying Leadership Principles 1: Developing Critical Leadership Skills
SharePoint Designer 2010: Level 2	MSO 2010	Applying Leadership Principles 1: Developing Critical Leadership Skills