

Subject Area > Course	Vendor	Course #	Description
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Tech(general) > Basic Computer Support

Installing, Configuring, and Troubleshooting PC	SkillSoft	SS_245875_eng	In the Installing, Configuring, and Troubleshooting PC Components course, you will learn to: • select and install internal components in given scenarios. • select, install, and configure display and input devices and adapter cards in given scenarios. • install and configure PC components in given scenarios. • identify tools, diagnostic procedures, and troubleshooting techniques for personal computer components in given scenarios. • identify which tool to use and which steps to take when troubleshooting PC components in given scenarios. • recognize common preventive maintenance techniques for personal computer components. • troubleshoot operational problems in a given scenario.
Internet Fundamentals	SkillSoft	SS_211522_eng	In the Internet Fundamentals course, you will learn about: • basic Internet technologies including connection, browser search, and cache technologies • common uses of the Internet and recognize how Internet standards are established. • dial-up connections to the Internet using a connection wizard. • navigating web pages using a web browser. • configuring an Internet connection and browse web pages. • the functions and features of search engines. • configuring client-side and proxy caching on Internet applications. • performing a search and configure proxy server settings on a web browser.
Personal Computer Components	SkillSoft	SS_242525_eng	The Personal Computer Components course covers the names and purposes of, and how to install, configure, remove, and troubleshoot personal computer components. • identify the features of storage devices, power supplies, and display devices. • identify the features of motherboards. • recognize the features of processors. • recognize the features of memory, ports and cables, adapter cards, and input devices. • recognize personal computer components and their purposes. • install, configure, optimize, and upgrade personal computer components. • identify troubleshooting and preventive maintenance techniques for personal computer components. • perform basic troubleshooting on personal computer components in a given scenario. • isolate and solve problems with PC components.
Working with Personal Computer Components	SkillSoft	SS_251132_eng	The Working with Personal Computer Components course covers how to install personal computer components, including hard drives, motherboards, power supplies, processors, adapter cards and memory, and to use techniques and tools to troubleshoot and prevent problems with computer components. • add, remove, and configure hard disk drives. • add, remove, and configure motherboards and power supplies. • add, remove, and configure CPUs and memory. • add, remove, and configure adapter cards. • select, install, and configure PC components in given situations. • replace a hard drive in a given scenario. • recognize diagnostic procedures and troubleshooting techniques for PC components. • identify troubleshooting tools and how to troubleshoot hardware components. • identify how to perform preventive maintenance on PC components. • recognize how to troubleshoot problems with PC components.

Tech(general) > Hardware

Installing and Troubleshooting Printers and Scanners	SkillSoft	SS_245879_eng	In the Installing and Troubleshooting Printers and Scanners course, you will learn to: • recognize the processes used by printers and scanners. • install, configure, and optimize printers and scanners in given scenarios. • install and optimize a printer in a given scenario. • identify the symptoms common printer problems and the tools and procedures for troubleshooting printers and scanners. • troubleshoot laser printers in a given scenario. • identify preventive maintenance measures for printers and scanners.
Laptop Components, Peripherals, and Networks	SkillSoft	SS_242526_eng	The Laptop Components, Peripherals, and Networks course covers the basic concepts of, and how to troubleshoot problems with, laptops, peripherals and networks connections. • identify the features of laptop components, how to remove laptop hardware safely, and how to configure power management. • recognize basic troubleshooting techniques and preventive maintenance for laptops and portable devices. • recognize how to perform laptop-specific tasks in given scenarios. • recognize the features of printers and scanners. • recognize how to install, configure, and troubleshoot printers and scanners. • recognize printer technologies and how to perform basic printer installation, configuration, and troubleshooting tasks. • identify basic networking concepts. • identify the characteristics of common network cables, connectors, and networking technologies. • install and configure a network and identify network diagnostic and troubleshooting tools. • determine how to configure and troubleshoot a wireless network connection on a laptop.
Maintaining Printers and Scanners	SkillSoft	SS_251134_eng	The Maintaining Printers and Scanners course covers how printers and scanners operate and how to install, configure, troubleshoot, and maintain printers and scanners. • recognize how printers and scanners operate. • install and configure printers and scanners. • connect to a printer and configure printer settings. • recognize tools, troubleshooting steps, and the causes of common printer problems. • solve problems with printers in given examples. • use preventive maintenance measures to ensure optimum printer and scanner performance.
Managing Laptops and Portable Devices	SkillSoft	SS_251133_eng	The Managing Laptops and Portable Devices course covers laptop-specific connections, power, and electrical devices, how to remove laptop hardware, and how to diagnose and repair laptop problems. • identify laptop-specific connections, power, and electrical input devices. • recognize how to remove laptop-specific hardware safely and how video sharing affects memory upgrades. • recognize procedures and techniques for diagnosing and repairing laptops. • troubleshoot laptop problems in given scenarios.

Tech(general) > Public Access Computing

<p>Updating and Upgrading Library Computer Software</p>	<p>WebJuncti</p>	<p>WJ_UpUpSoft</p>	<p>Software companies constantly publish updates and upgrades of the applications, utilities and operating systems they make. But while in theory each new release is better than the last, there are many hidden (and not so hidden) drawbacks, pitfalls and costs to implementing these, especially on a public access computer. A decision to use your library's financial or staff resources to perform an upgrade should also be made within the context of your library's comprehensive technology plan to ensure that you are using those resources wisely. If you are involved in maintaining your library's public access and staff computers, you need to be able to evaluate the risks and benefits based on the specific situation. The wrong choice here can inconvenience your patrons and staff, waste precious library funds, and create unnecessary work for you.</p> <p>This course will teach you a straightforward method for evaluating each case based on your library's specific needs and conditions. Using this method will help you maximize the quality of your public access services without wasting time or money.</p> <p>Learning Objectives: After completing this course, you should be able to: * Understand and articulate the differences between an update</p>
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Tech(general) > Technology Planning

<p>Budgeting and Controlling Costs</p>	<p>SkillSoft</p>	<p>SS_PROJ0552</p>	<p>A small change in schedule, resources, or scope can result in a major change in cost. The processes associated with Project Cost Management help Project Managers measure project performance and monitor cost variances. This course will highlight the importance of Project Cost Management to project performance. It will cover the inputs, tools and techniques, and outputs for the Cost Budgeting and Cost Control processes. Through interactive learning strategies and real-life scenarios, the learner will explore these processes and gain a better understanding of the Project Cost Management knowledge area. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.</p>
<p>Choosing Sellers and Administering and Closing Contracts</p>	<p>SkillSoft</p>	<p>SS_PROJ0602</p>	<p>How do you choose among potential sellers? Why is it important to manage the contract and relationship between the buyer and seller? What's the most effective way to complete and settle contracts? As you advance in this course, which focuses on seller selection, contract administration, and contract closure, you will obtain the skills and knowledge required to manage these areas of Project Procurement Management. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.</p>
<p>Communicating and Implementing Requirements</p>	<p>SkillSoft</p>	<p>SS_cons_01_a08_bs_e nus</p>	<p>A business analyst expresses the output of a requirements analysis and documentation phase by presenting, communicating, and gaining approval of the requirements from project stakeholders. Once this solution design is agreed upon, the business analyst assists with detailed design work, testing and quality assurance activities, and supporting solution implementation. This course will explore methods of creating a requirements communication plan, developing and presenting a requirements package, and conducting a formal review and sign-off of documented requirements. It will also look at how to review and revise solutions, assess and select a final solution, support the implementation of that solution, and perform post-implementation activities. This course is aligned with the International Institute of Business Analysis (IIBA) Body of Knowledge™ and is designed to assist in the preparation for the IIBA Certified Business Analysis Professional (CBAP) certification.</p>
<p>Controlling Project Scope</p>	<p>SkillSoft</p>	<p>SS_PROJ0532</p>	<p>Projects can quickly get out of control if the appropriate actions aren't taken initially. Scope management plays a key role by helping to define and maintain the boundaries of the project throughout the project life cycle. This course will highlight the importance of project scope management to project performance. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project management processes of the Scope Management knowledge area. This course will cover the project inputs, tools and techniques, and outputs of the scope management processes that deal with creating work breakdown structures, accepting the completed project scope, and controlling changes to the scope of the project. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.</p>
<p>Core Concepts in Business Analysis</p>	<p>SkillSoft</p>	<p>SS_cons_01_a01_bs_e nus</p>	<p>Business analysis is a set of knowledge, tasks, and techniques used to identify business needs and determine solutions to business problems. These solutions can be the specific development of a new system component or, more significantly, the redesign of a process or organizational structure. Those who practice business analysis are typically known as business analysts. In this course, learners will examine the role of the business analyst, the core concepts of business analysis, and the associated knowledge areas. It also includes the knowledge, collaboration, and leadership skills needed as a business analyst. This course is aligned with the International Institute of Business Analysis (IIBA™) Body of Knowledge. It is designed to assist in the preparation for the IIBA's Certified Business Analysis Professional certification (CBAP).</p>

Eliciting Requirements	SkillSoft	SS_cons_01_a05_bs_e nus	Requirements elicitation is the gathering or – "drawing out" – of system requirements. This is done by communicating with users, customers, and any other stakeholders in the development of a system. It is a pivotal knowledge area of business analysis and, as such, the business analyst must be able to elicit requirements that are complete, clear, correct, and consistent. In this course, learners will examine the preparation tasks, recommended practices, and proven techniques associated with eliciting requirements. This course is aligned with the International Institute of Business Analysis (IIBA) Body of Knowledge. It is designed to assist in the preparation for the IIBA's Certified Business Analysis Professional certification (CBAP).
Estimating Activity Costs	SkillSoft	SS_PROJ0551	Most project managers are familiar with the sinking feeling that occurs when project costs exceed expectations. Project cost management is concerned with estimating and controlling the cost resources used to complete different project activities. This course will highlight the importance of project cost management to project performance. It will cover the project inputs, tools and techniques, and outputs involved in the Project Cost Management processes. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the Project Cost Management processes. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Functions of IT Project Management	SkillSoft	SS_PROJ0352	William Shakespeare wrote, "Be not afraid of greatness; some are born great; some achieve greatness, others have greatness thrust upon them." Good information technology (IT) project managers are trained, not born. As an IT project manager, you can achieve greatness by improving and developing your own skills through continued education and experience. Your management skills will become better each time a project is delivered successfully. The need for skilled IT project managers continues to grow as technology continues to soar. As you proceed through this course, you will learn valuable techniques and methods for applying these techniques to your projects. You will acquire a knowledge and essential skills needed to deliver projects successfully, time after time.
Introduction to IT Project Management	SkillSoft	SS_PROJ0351	Do you want to increase your effectiveness as a leader in project management? Are you unsure of the key skills needed for managing an information technology (IT) project? As you proceed through this "Introduction to IT Project Management" course in the "Project Management for IT Professionals" series, you will gain valuable insight into project management with a special focus on managing IT projects. You will also acquire an understanding of how creating strategies and designing plans to deliver projects can provide consistent value and increased profits.
Managing the Execution and Control of IT Projects	SkillSoft	SS_PROJ0354	Did you know that the average IT project has cost overruns of nearly 200 percent, and that almost 30 percent of all IT projects fail? Why do you think IT projects are so vulnerable to cost overruns and failure? How can you ensure that your project does not end up as one of these statistics? You can avoid being a statistic by managing project scope, cost, and scheduling. As you go through this course, you will learn valuable strategies for managing your project. You will learn about tools to manage scope, time, and cost that will aid in the successful control and execution of your project.
Planning for Quality	SkillSoft	SS_PROJ0561	Project Quality Management focuses on ensuring two things: the quality of project management and the quality of the products created during the project. Project Quality Management implements the quality management system by using policies, procedures, and the following processes: Quality Planning, Perform Quality Assurance, and Perform Quality Control. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the inputs, tools and techniques, and outputs of the Project Quality Management processes. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Planning Project Procurement and Requesting Seller Responses	SkillSoft	SS_PROJ0601	If project success is to be achieved, products, services, or results often must be purchased or acquired from elsewhere within, or outside of, the organization. This process of acquisition and purchasing is Project Procurement Management, and it is a critical aspect of any project. As you advance in this course, you will gain an understanding of what processes are involved in Project Procurement Management, and how these processes interact with the overall project life cycle. You will also obtain the skills and knowledge required to enable you to: plan purchases and acquisitions, document contractual requirements, identify potential sellers, and get the relevant information, quotations, and proposals from potential sellers—all vital processes that ensure that you are able to procure the products, services, or results that will enable you to achieve project success. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Refining and Documenting Requirements	SkillSoft	SS_cons_01_a07_bs_e nus	Once business analysts model the behavior, processes, and usage of a solution to a business problem, they must analyze and document the requirements. To do so, they must compile accurate definitions and descriptions of the solution to allow the project team to correctly implement it. This course will examine how to refine user and functional requirements, quality of service requirements, assumptions, and constraints for analysis. It will also look at the attributes that can be assigned to requirements, the different types of requirements documents available, and the processes of validating and verifying requirements. This course is aligned with the International Institute of Business Analysis (IIBA™) Body of Knowledge, and is designed to assist in the preparation for the IIBA Certified Business Analysis Professional (CBAP™) certification.

Requirements Planning and Management	SkillSoft	SS_cons_01_a04_bs_e nus	Business analysts must plan and closely manage requirements for a project in accordance with existing standards in an organization. First, they must identify key roles and stakeholders and decide on a work division strategy. Then, they are ready to handle a key aspect of the business analyst role - that of working with requirements, which is the focus of this course. Working with requirements involves identifying the activities to be undertaken in order to identify requirements, identifying the risks associated with various project requirements, and managing project scope as it relates to requirements. This course will examine how to identify and manage requirements risk, identify and estimate requirements activities, control requirements scope, track metrics for projects and products, and manage requirements change. This course is aligned with the International Institute of Business Analysis (IIBA) Body of Knowledge. It is designed to assist in the preparation for the IIBA's Certified Business Analysis Professional (CBAP) certification.
Strategic Planning and Positioning for IT Projects	SkillSoft	SS_PROJ0361	Have you ever been involved in information technology (IT) projects where the client was disappointed with the deliverable? Are you looking for new approaches and strategies to help you better plan for your next IT project? As you proceed through this course, you will learn new methods of strategic project planning to help you plan more effectively for your next IT project. In addition, you will learn about the importance of strategic positioning for IT projects and the processes involved in developing a strategic position for your next IT project.
The Life Cycle of an IT Project	SkillSoft	SS_PROJ0353	Did you know that your information technology (IT) project becomes more vulnerable as it goes through the various stages of development? That's because during each stage of development the project becomes more complex, increasing the chances of something going wrong. Incorporating a structured framework for developing IT projects, also known as a life cycle, enables your corporation to implement specific guidelines, methodologies, and processes that will decrease the risk of something going wrong and increase your chances of a successful project. "The Life Cycle of an IT Project" will give you the knowledge and skills you need to define the activities involved in your project's development process. You'll learn how to determine whether each phase of development meets the requirements of the life cycle structure. You'll also learn what you can do to manage these activities and what steps you can take to increase efficiencies for delivering successful projects.