



# Information Technology

*Information technology can and should be a competitive trump card for your organization, delivering clear value as it solves actual business problems.*

## ACHIEVE RESULTS

- Increase productivity across your organization
- Deliver consistent, comprehensive training globally
- Eliminate knowledge gaps and achieve desired IT proficiency
- Reskill and retain valued employees
- Drive business transformation and growth

## MAKE YOUR IT INVESTMENT WORK FOR YOU

Technology can indeed help organizations drive revenues, increase efficiencies, and reduce costs. But technology is only as effective as the people using it. Employees who rely on computers for business results must be proficient to make the most of the programs and systems that they operate. Problems caused by knowledge gaps, downtime, missed opportunities, and helpdesk overload are endemic in organizations that fail to give employees adequate training.

With SkillSoft IT courseware, your employees gain the technical knowledge they need to perform with heightened efficiency. IT personnel can identify and correct more problems before they affect your operations, database specialists can apply proven, best-practice techniques to your critical systems, and desktop users can deliver solid results with more dynamic presentations, superior Internet market research, and masterful spreadsheets. The business results are infinite.

From functional solution approaches to vendor-specific hardware and software training, SkillSoft equips your organization with the most comprehensive and diverse e-Learning content in the industry. All of it is placed on an integrated, web-based platform that enables you to monitor, mentor, and communicate with your employees continuously. And with SkillSoft's flexible, object-based architecture, you can make it your own by seamlessly adding custom learning objects to address your unique business needs.

# Comprehensive and Effective

## **SKILLSOFT IT E-LEARNING:**

Comprehensive, engaging, effective

SkillSoft, the world's leading e-Learning provider, equips your employees with actionable knowledge, getting the right learning to the right people at the right time. With SkillSoft, you can accelerate and certify the skills of a globally dispersed staff with standardized course materials through every stage of the IT learning curve.

The SkillSoft Information Technology Content Solution features six components that address the needs of every participant in your enterprise:

- Software Development
- Operating Systems and Server Technologies
- Internet and Network Technologies
- Enterprise Database Systems
- Web Design
- Desktop Computer Skills

## **SOFTWARE DEVELOPMENT:**

Increase agility, flexibility  
for competitive advantage

With technology and business conditions shifting from one minute to the next, organizations must be equipped to develop agile, dynamic systems that integrate economically and leverage existing investments in technology and personnel. Virtually every organization needs the freedom to select the best partners, systems, and applications—without being limited by system compatibility issues.

SkillSoft content in Software Development prepares developers to create and deliver products and services for corporate and Internet deployment. These programs address software design principles at every skill level and provide thorough instruction on the use of various development tools, scripting languages, and web services. These solutions also feature extensive offerings on Microsoft™ and Java® technologies, including Microsoft's .NET framework and Java Enterprise Development with J2EE.

Build equity in development teams. Eliminate knowledge gaps. Accelerate systems delivery.



## OPERATING SYSTEMS AND SERVER TECHNOLOGIES:

Ensure mastery of mission-critical back-end systems

Every minute of every day, your organization relies on the smooth functioning of its operating systems and servers—mission-critical software technologies that serve up applications for users, networks, and internetworks. People managing these systems must have extensive knowledge and ongoing training to stay abreast of advancing technologies.

Whether you have an organization that periodically launches new technologies or a consulting firm with ongoing training demands, SkillSoft gives your IT professionals the hands-on technical training and just-in-time resource availability required for successful implementation and management. SkillSoft learning covers general operating system and server fundamentals, including A+® and Server+ certification training, as well as application-specific programs covering Microsoft.NET Enterprise Servers, Microsoft Windows®, Lotus Notes® and Lotus Domino™, Linux®, Sun Solaris™, UNIX®, and mainframe systems.

- Accelerate new product launches, ensuring successful rollouts, avoiding downtime and shortening learning curves
- Ramp new hires faster, bringing them up to speed on the technologies that make up your organization's infrastructure
- Drive business transformation as you tap into the advanced application capabilities of the newest operating system and server technologies

## INTERNET AND NETWORK TECHNOLOGIES:

Outpace technical changes, ensuring ongoing security, scalability, and stability

As the backbone of your organization's IT system, today's complex network and internetwork technologies require your administrators, analysts, technicians, and engineers to be engaged in a continual process of upgrading their expertise.

SkillSoft content for Internet and Network Technologies covers the principles and skills involved with developing, maintaining, and managing a network infrastructure. The content is tied closely to industry certifications, enabling you to validate employees' skillsets. Through its long-standing partnership with Cisco Systems, SkillSoft provides the most comprehensive Cisco training available. Additionally, SkillSoft supports CompTIA certification training, with 60+ hours of professional development in iNet+, Network+, and Server+ courses.

- Eliminate costly knowledge gaps, avoiding network downtime and productivity loss
- Reskill and retain valuable employees, validating their skillsets with industry certifications
- Drive business transformation as you effectively support e-business, wireless, CRM, and Internet initiatives

*"We chose to expand our relationship with SkillSoft through the Cisco Learning Partner program because of its valued position in the industry ... Also, because of the quality and scope of its learning events and its powerful infrastructure, SkillSoft is a perfect match for the Cisco Learning Partner program."*

—Tom Kelly

Vice President, Internet Learning Solutions Group, Cisco Systems



## UNRIVALED SCOPE

Developing the range of skills necessary for business success:

- 7,000 hours of English content
- 4,600 hours of localized content
- 10 languages
- 44 industry-recognized certifications
- 3 credentialing programs

## SUPERIOR INSTRUCTIONAL DESIGN

- Performance-oriented instruction
- Emphasis on knowledge and skills transfer
- Grounded in proven design principles and learning theories
- Blended e-Learning via powerful combination of learning and content objects

## ENTERPRISE DATABASE SYSTEMS:

Achieve immediate and measurable ROI from your IT foundation

When implemented and managed knowledgeably and efficiently, today's highly complex enterprise database systems can support everything from transaction processing to strategic decision-making. Database administrators, operators, and designers are the first line of opportunity for maximizing return on your IT investment.

SkillSoft learning content for Enterprise Database Systems provides immediate, measurable ROI, quickly enabling your database administrators to more effectively manage data storage and control information that is critical to all business processes. Extend the SkillSoft curricula to your data modelers, business analysts, data mining specialists, and software, as well. Reduce the total cost of your operations with SkillSoft learning as your enterprise database administrators learn best practices in database management principles, as well as specific instruction and certification training in Microsoft and Oracle® database systems.

- Drive revenue and gain competitive Advantage by tapping into the advanced capabilities of today's database systems
- Achieve ROI, forgoing many costs traditionally associated with extensive data storage and management
- Deliver consistent, comprehensive knowledge and eliminate knowledge gaps for those implementing and managing your most complex systems

## RICH LEARNER EXPERIENCE

To engage and motivate:

- Rich, engaging content with multiple levels of interactivity
- Variety of media and learning strategies for maximum learner engagement and instructional effectiveness
- Flexible structure and content

## MAXIMUM FLEXIBILITY AND ACCESSIBILITY

To address the learning and technological needs of the organization:

- Deployable as hosted service, or behind your firewall
- Choice of delivery - online or download for offline learning
- Standards compliant (AICC, SCORM)
- Integration with major 3rd-party LMS platform providers
- Accessibility and Section 508



## WEB DESIGN:

Reach your extended enterprise and expand customer interaction

Are you making the most of your Internet and extranet presence? Real-time knowledge transfer, enhanced customer and employee interaction, partner resource delivery, and database integration are among the many benefits that a first-rate web presence can deliver. From creating simple web sites to programming complex business deployed on the web, SkillSoft offers up-to-the-minute training to let your developers and designers build a broad spectrum of skills. The SkillSoft solution features vendor-neutral instruction on design principles, tools, and scripting languages, as well as a one-of-a-kind robust Macromedia® developer curriculum to give your graphics and interactive components a sophisticated edge.

## DESKTOP COMPUTER SKILLS:

Heighten proficiency for improved results across your organization

Every employee with a computer possesses a virtual arsenal of software—tools that can deliver critical market data, validate business strategies, and even win new accounts. But today's sophisticated software applications are useless to those who lack the necessary skills to generate the results.

With SkillSoft IT Content Solutions, your employees can gain the technical skills they need to become valuable contributors to your bottom line. SkillSoft provides the most comprehensive and compelling e-Learning content for desktop computer skills training, with extensive instruction in Microsoft Office, e-mail and groupware, Internet skills, computing fundamentals, and business and reporting tools. For people wishing to take their training further, these programs closely map to certifications such as Microsoft Office User Specialist (MOUS), European Computer Driving Licence (ECDL), International Computer Driving Licence (ICDL), CompTIA eBiz+, and CompTIA IT Project+.

Increase productivity. Lower helpdesk costs.  
Maximize business results.

# Training Excellence

## **SKILLSOFT PARTNERSHIPS:**

Your ticket to training excellence

SkillSoft partners with the world's technology leaders to co-develop sound, standardized content that delivers a rich, comprehensive learning experience. Through these alliances, SkillSoft often has the inside track in delivering comprehensive training on technologies before they become commercially available, enabling your IT team to prepare for implementation ahead of schedule. SkillSoft's IT content development partnerships include the following:

### **Cisco**

- Authorized Cisco Learning Partner
- One of the largest providers of Cisco e-Learning content

### **CompTIA**

- Provider of training for CompTIA certifications since 1998, with the widest coverage of CompTIA-approved e-Learning solutions available today
- Founding participant in the CompTIA Approved Quality Curriculum program

### **IBM/Lotus**

- Partnership began with Lotus Education in 1993—SkillSoft's longest partnership
- Co-developed end-user and certification training for three major releases of Lotus Notes/Domino in eight languages

### **Macromedia**

- Alliance Solution Partner—Macromedia Partner Programs
- Co-developed with Macromedia learning solutions for Flash™ MX, Dreamweaver® MX, and ColdFusion® MX
- Macromedia's e-Learning Center is powered by SkillSoft and features SkillSoft mentoring
- SkillSoft e-Learning experience is enhanced by collaboration with Macromedia, providing SkillSoft customers with advanced tools for publishing custom content

### **Microsoft**

- Microsoft Certified Partner
- Largest provider of e-Learning on Microsoft-specific technologies, with more than 2,000 hours of dedicated content
- Only training provider invited to participate in Microsoft's Windows 2000 product launch and shows

### **Oracle**

- Member, Oracle Partner Network—training partner since 1995
- All Oracle learning paths have been jointly developed with Oracle

## EXPERIENCE AND EXPERTISE

- Established partner program—13 partnerships
- Two decades of experience
- Mature systems delivering dependable quality
- In-house development team of 450 across four continents
- Mentors holding over 1,000 active industry certifications

## EXTERNAL VALIDATION

- 2,500 global customers
- Proven case studies and testimonials
- Multiple awards—recognized as IT Training Company of the Year across the globe
- External accreditations, including IITT and CompTIA



## STEP UP TO SKILLSOFT-SUPPORTED CERTIFICATION PROGRAMS

As the acknowledged leader in certification preparation for IT professionals, SkillSoft supports more than 40 different professional certifications for leading IT organizations. With SkillSoft, you have the most comprehensive training available for those seeking industry-standard accreditation.

SkillSoft's superior certification training content is enhanced by immediate access to SkillSoft mentors; interactive, peer-to-peer collaboration; real-world simulations; and a wealth of other features that guide learners to exam success.

### Avaya

- Avaya Certified Associate (ACACN)

### Cisco

- Cisco Certified Network Associate/Professional (CCNA/CCNP)
- Cisco Certified Design Associate/Professional (CCDA/CCDP)
- Cisco Certified Internetwork Professional (CCIP)
- Cisco Certified Internetwork Expert (CCIE)

### CIW

- CIW Associate
- CIW Site Designer
- CIW Security Professional

### CompTIA

- CompTIA A+
- CompTIA i-Net+
- CompTIA Network+
- CompTIA Server+
- CompTIA Linux+
- CompTIA e-Biz+
- CompTIA IT Project+
- CompTIA Security+ (availability TBD)

### ECDL/ICDL

- European Computer Driving Licence (ECDL)
- International Computer Driving Licence (ICDL)

### (ISC)<sup>2</sup> Institute

- Certified Information Systems Security Professional (CISSP)(availability TBD)

# Proven Results

## jCert

- Sun Certified Programmer for the Java 2 Platform
- Certified Enterprise Developer
- Certified Solution Developer

## Linux

- Linux Professional Institute Certification—Level One (LPI)

## Lotus

- Certified Lotus Specialist—Domino R6 Application Development (availability TBD)
- Certified Lotus Professional—Domino R6 Application Development (availability TBD)
- Certified Lotus Specialist—Domino R6 System Administration (availability TBD)
- Certified Lotus Professional—Domino R6 System Administration (availability TBD)
- Certified Lotus Specialist—Domino R5 Application Development
- Certified Lotus Specialist—Domino R5 System Administration
- Certified Lotus Professional—Domino R5 Application Development
- Certified Lotus Professional—Domino R5 System Administration

## Lucent

Lucent Certified Technical Expert (LCTE)

- Internetworking Associate
- VPN Specialist
- VoIP Specialist
- DSL Specialist
- ATM Specialist/Installation Associate
- Frame Relay Specialist/Installation Associate

## Macromedia

Macromedia Certified Professional

- The ColdFusion Developer
- The Macromedia Flash Developer
- The Dreamweaver Developer
- The Macromedia Flash Designer

Note: This content was designed to map to Macromedia ILT course material and can be used as an aid in preparing for MCP exam objectives.

## Microsoft

- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Application Developer (MCAD)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Solutions Developer (MCSA)
- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Office User Specialist (MOUS) Core/Expert/Master

## Oracle

- Oracle Certified Associate—Oracle9i Database Administrator
- Oracle Certified Professional—Oracle9i Database Administrator
- Oracle Certified Professional—Oracle8i Database Administrator

## SANS GIAC

- Security Essentials Exam (GSEC) (availability TBD)

## Sun Microsystems

- Sun Certified System Administrator for the Solaris 8 Operating Environment—Part I
- Sun Certified System Administrator for the Solaris 9 Operating Environment (availability TBD)

Corporate Office  
SkillSoft Corporation  
20 Industrial Park Drive  
Nashua, NH 03062  
Tel: 603-324-3000  
Toll Free: 800-327-6960  
information@skillsoft.com

International Offices  
SkillSoft U.K. Ltd.  
The Lansbury Estate  
Lower Guildford Road  
Knaphill, Woking  
Surrey, England GU21 2EP  
Tel: +44 (0) 1483 795 200  
Fax: +44 (0) 1483 795 240  
internationalinfo@skillsoft.com

SkillSoft Asia Pacific  
1st Floor, 71 Epping Road  
North Ryde, 2113 N.S.W.  
Australia  
Tel: +61 2 9941 6333  
Fax: +61 2 9887 1780  
asiapacific@skillsoft.com



[www.SkillSoft.com](http://www.SkillSoft.com)

Copyright © 2002 SkillSoft. All rights reserved.  
SkillSoft, the SkillSoft logo, and the SkillSoft Learning Solutions for the Human Enterprise logo  
are trademarks or registered trademarks of SkillSoft PLC in the United States and certain other countries.  
All other trademarks are the property of their respective owners.