

Business Skills (Soft Skills) Product Title

Product ID

Hours

Communication

Writing Effective E-mails and Instant Messages		1
Addressing and Redistributing Email		1
Using Email and Instant Messaging Effectively		1
Managing Your Email		1
Communicating Effectively with Customers		0.5
Become a Great Listener		0.5
Listening Essentials: Improving Your Listening Skills		1
Listening Essentials: The Basics of Listening:		1
Developing an Effective Business Case		0.5
Conquering the Challenges of Public Speaking		0.4
Keeping Business Calls Professional		0.4
Strategies for Communicating with Tact and Diplomacy		1
The Impact of Situation and Style when Communicating with Diplomacy and Tact		1
Feedback and it's Vital Role in the Workplace		0.5
Delivering Feedback		0.4
Receiving Feedback		0.3
Getting Results without Direct Authority: Building Relationships and Credibility		1
Getting Results without Direct Authority: Persuasive Communication		1
Getting Results without Direct Authority: Reciprocity		1
Getting Results without Direct Authority: Influencing Your Boss		1

14 out of 15.5

Time/Organizational Management

Make the Time You Need: Get Organized		0.5
Organizing Your Email		0.5
Time Management: Quit Making Excuses and Make Time Instead		0.5
Time Management: Ready, Set...FOCUS!		0.5
Time Management: Too Much to Do and Too Little Time		0.5
Time Management: Analyzing Your Use of Time		1
Time Management: Planning and Prioritizing Your Time		1
Aligning Goals and Priorities to Manage Time		0.5
Time Management: Avoiding Time Stealers		1
Managing Pressure and Stress to Optimize Your Performance		0.5

Procrastination: Admitting it is the First Step		0.4
Beating Procrastination by Boosting Creativity and Drive		0.4
Avoid Procrastination by Getting Organized Instead		0.4
Personal Productivity: Self-organization and Overcoming Procrastination		1
The Art of Staying Focused		0.5
Overcoming the Barriers to Decisiveness		1
Taking Stock of Your Work/Life Balance		0.4
Difficult People: Why They Act That Way and How to Deal with Them		0.5
Difficult People: Strategies to Keep Everyone Working Together		0.5
Difficult People: Identifying Difficult People		1
Difficult People: How to Work with Aggressive People		1
Difficult People: How to Work with Negative People		1
Difficult People: How to Work with Procrastinators		1
Difficult People: How to Work with Manipulative People		1
Difficult People: How to Work with Self-Serving People		1
Working with Difficult People: Dealing with Micro-Managers		1
Workplace Conflict: Recognizing and Responding to Conflict		1
Workplace Conflict: Strategies for Resolving Conflict		1
Handling Difficult Conversations Effectively		0.5
Delivering a Difficult Message with Diplomacy and Tact		1

7 out of 10.6

7 out of 11.5

Conflict Management

Emotional Intelligence/Leadership

Emotional Intelligence: Owning Your Emotions		0.5
Emotional Intelligence: Applying EI at Work		0.5
Emotional Intelligence: Being Aware of the Emotions of Others		0.5
Emotional Intelligence: Building Self Management Skills		0.5
What is Emotional Intelligence		1
Leadership Essentials: Leading with Emotional Intelligence		1
Leadership Essentials: Building your Influence as a Leader		1
Leadership Essentials: Leading Business Execution		1

Leadership Essentials: Leading Innovation		1
Leadership Essentials: Leading Change		1
Leadership Essentials: Creating Your Own Leadership Development Plan		1
Using Emotional Intelligence on the Job		1
Improving Your Emotional Intelligence Skills: Self Awareness and Self Management		1
Leveraging Emotional Intelligence		0.5
		7 out of 11.5

Critical Thinking / Problem Solving

Thinking Critically: Getting Your Arms around Arguments		0.5
Critical Thinking Essentials: Applying Critical Thinking Skills		1
Critical Thinking Essentials: What is Critical Thinking?		1
Thinking Critically: Drawing Conclusions with Confidence		0.5
Thinking Critically: Coming to Terms with Assumptions		0.5
Solving Problems: Generating and Evaluating Alternatives		0.7
Solving Problems: Framing the Problem		0.5
Problem Solving: The Fundamentals		1
Problem Solving: Determining and Building Your Strengths		1
Problem Solving: Digging Deeper		1
Decision Making: The Fundamentals		1
Decision Making: Tools and Techniques		1
Decision Making: Making Tough Decisions		1
Overcoming the Barriers to Decisiveness		1
		7 out of 11.7

Customer Service

Controlling Conflict, Stress and Time in a Customer Service Environment		0.5
Providing Effective Internal Customer Service		0.5
Providing Telephone Customer Service		0.5
Providing On-site Customer Service		0.5
Facing Confrontation in Customer Service		0.5
Polishing Your Skills for Excellent Customer Service		0.4
Dealing with Customer Service Incidents and Complaints		0.5
Rapport Building in Customer Service		0.5
Internal Customer Service		1
Dealing with Irrational Customers and Escalating Complaints		2

Customer Interactions		3.5	
Team and Customer Relationships		3	
Customer Service in the Field		1	
Customer Service on the Phone		1	
Customer Service Fundamentals: Building Rapport in Customer Relationships		1	
			7 out of 16.4
			49 out of 77.2

Technical Skills

ServiceNow Fundamentals (3 day course)

Explore lists and forms	SNF	1.6	
Identify the importance of branding	SNF	1.6	
How to apply branding to the platform	SNF	1.6	
Add users, groups, and roles	SNF	1.6	
Identify best practices related to task management	SNF	1.6	
Configure notifications	SNF	1.6	
Manage data with tables, the CMDB, and import sets	SNF	1.6	
Run basic reports, as well as the benefits of performance analytics	SNF	1.6	
Protect ServiceNow data	SNF	1.6	
Work with two key ServiceNow process applications: Knowledge Base and Service Catalog	SNF	1.6	
Create workflow activities and approvals	SNF	1.6	
Implement Service Level Agreements	SNF	1.6	
Identify various available script types	SNF	1.6	
Upgrade and clone instances, as well as create baseline performance metrics	SNF	1.6	
Capture and move configurations between instances	SNF	1.6	
		<u>1.6</u>	
			24

ServiceNow Foundations Videos

User Experience	What is ServiceNow	SNFV	0.1
	ServiceNow Platform Tour	SNFV	0.1
	How to submit a Request	SNFV	0.1
	How to Report an Issue	SNFV	0.1
	How to Use the Knowledge Base	SNFV	0.13
Getting Started	Platform Architecture	SNFV	0.08
	Platform Applications	SNFV	0.1
	Tables, Records, and Fields	SNFV	0.15
	Locating Resources	SNFV	0.08

User Interface	Overview	SNFV	0.08
	Application Navigator	SNFV	0.06
	Lists	SNFV	0.21
	Forms	SNFV	0.13
Access User and Manager Capabilities	ITIL Role	SNFV	0.21
System Configuration	Performing Basic Setup in Your Instance	SNFV	0.06
	Application Menus and Modules	SNFV	0.06
	Form Layout and Design	SNFV	0.13
	Homepages	SNFV	0.06
	Business Rules	SNFV	0.11
	Inbound Email Actions and Notifications	SNFV	0.11
Service Catalog	Service Catalog Administration Overview	SNFV	0.11
	Creating Service Catalog Categories	SNFV	0.1
	Creating Service Catalog Items	SNFV	0.11
	Creating Service Catalog Record Producers	SNFV	0.13
	Creating Service Catalog Execution Plans and Workflows	SNFV	0.18
IT Service Management	Incident Management	SNFV	0.2
	Change Management	SNFV	0.13
	Problem Management	SNFV	0.16
			3.28

70-480 Programming in HTML5 with JavaScript and CSS3

Mentoring Assets	Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3	mnt70480	
Courses	Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3	wd_hjsc_a01_it_enus	2.5
	Microsoft Visual Studio 2012: HTML5 and JavaScript	wd_hjsc_a02_it_enus	2.5
	Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript	wd_hjsc_a03_it_enus	1.5
	Microsoft Visual Studio 2012: HTML5 APIs and Local Storage	wd_hjsc_a04_it_enus	1.5
	Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs	wd_hjsc_a05_it_enus	2.5
	Microsoft Visual Studio 2012: HTML5 Graphics and Animation	wd_hjsc_a06_it_enus	2
	Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	wd_hjsc_a07_it_enus	2
	Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	wd_hjsc_a08_it_enus	1.5
			16

CodeCamp Environment

Javascript Algorithms And Data Structures	CodeCamp Curriculum	7
		7

JavaScript

Introduction to JavaScript	CodeCademy	2.86
Variables	CodeCademy	2.86

Control Flow	CodeCademy	2.86
Functions	CodeCademy	2.86
Scope	CodeCademy	2.86
Arrays	CodeCademy	2.86
Loops	CodeCademy	2.86
Iterators	CodeCademy	2.86
Objects	CodeCademy	2.86
Classes	CodeCademy	2.86
Browser Compatibility and Transpilation	CodeCademy	2.86
Intermediate JavaScript Modules	CodeCademy	2.86
Requests I	CodeCademy	2.86
Requests II	CodeCademy	2.86

40.04

AngularJS 1.X

Your First App	CodeCademy	3
Directives	CodeCademy	3
Services	CodeCademy	3
Routing	CodeCademy	3

12

ITIL 2011

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib iosb a01 it enus	1.5
ITIL® 2011 Edition OSA: Introduction to Event Management	ib iosb a02 it enus	3.5
ITIL® 2011 Edition OSA: Introduction to Incident Management	ib iosb a03 it enus	2.5
ITIL® 2011 Edition OSA: Incident Management Interactions	ib iosb a04 it enus	3
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib iosb a05 it enus	2
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	ib iosb a06 it enus	2.5
ITIL® 2011 Edition OSA: Introduction to Problem Management	ib iosb a07 it enus	3
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib iosb a08 it enus	2.5
ITIL® 2011 Edition OSA: Introduction to Access Management	ib iosb a09 it enus	3
ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib iosb a10 it enus	2
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib iosb a11 it enus	1.5
ITIL® 2011 Edition OSA: Introduction to Functions	ib iosb a12 it enus	2.5
ITIL® 2011 Edition OSA: Function Activities	ib iosb a13 it enus	1.5
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib iosb a14 it enus	2.5

33.5

Scripting in ServiceNow Fundamentals (3 day course)

Determine when it is appropriate to script	SSNF	1.72
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Configure a ServiceNow instance for scripting	SSNF	1.72
Script client-side	SSNF	1.72
Client Scripts	SSNF	1.72
UI Policies	SSNF	1.72
Script server-side	SSNF	1.72
Business Rules	SSNF	1.72
GlideSystem	SSNF	1.72
GlideRecord	SSNF	1.72
Scheduled Jobs	SSNF	1.72
Event Management	SSNF	1.72
Workflow Scripts	SSNF	1.72
Script Includes	SSNF	1.72
Develop scripting best practices	SSNF	<u>1.72</u>
		24.08

ServiceNow Labs\Training Exercises

Guided Labwork Career Path Development	Onsite	<u>25</u>
		25

<u>Tech</u>	<u>Bus. Skills</u>	<u>Total</u>
184.9	49	233.9