



Providing building blocks for success



## Desktop Skills

### Content Overview

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Microsoft Office

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E-mail & Groupware

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Internet Skills

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Adobe®

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Computing Fundamentals

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Business & Reporting Tools

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Organizations of every size and business model need desktop computer skills as a basic building block of success. More than just increasing productivity, proficiency with desktop software facilitates better business results. Your employees can create more effective spreadsheets, better reports and deliver rich, creative ideas in Web design. They will not only use the tools provided, they will utilize them to the fullest extent possible. It is more than just more bang for your buck, it's making every dollar count.

#### SkillChoice Desktop solutions

SkillChoice Desktop provides learners with comprehensive coverage of relevant desktop technologies and desktop skills, including 280+ interactive courses and 450+ online books from the OfficeEssentials™ Collection by Books24x7®. Additionally, SkillSoft provides mentoring to assist with knowledge transfer.

SkillSoft's Desktop Courseware Collection provides a broad array of courses to meet the needs of end users throughout your organization. Using standards-based architecture, SkillSoft courseware incorporates a diverse mix of learning objects—interactive lessons, workshops, task-based simulations and assessment questions—to impart the necessary knowledge and skills.

# Desktop Skills for Every User



In today's economy, a competitive advantage of any kind can mean the difference between winning and losing business. A powerful presentation filled with creative slides, commanding visuals and a pointed message can peak the interest of a prospective customer and potentially win business that could have gone to a competitor.

Consisting of practical, how-to content in easy-to-understand language without technical jargon, SkillChoice Desktop is the first line of support for everyday questions and problems that interrupt daily workflow. SkillChoice Desktop can reduce the burden on your help desk by giving desktop users a self-paced learning tool to find instruction for and answers to questions about common applications.

With SkillChoice Desktop, a sales representative can take a course on creating winning PowerPoint® presentations and combine that with tricks and tips learned from one of over 400 desktop skills related books within the OfficeEssentials Collection, including the For Dummies series. SkillSoft mentors are available to answer any specific questions one may have and transcripts of our desktop courseware are available as refreshers or reminders about what was learned.

## Courseware

SkillSoft offers the most comprehensive and compelling e-learning content for desktop computer skills training. Content focuses on:

### Microsoft® Office

The Microsoft Office content teaches the features and navigation of the most popular and recent suite of office productivity applications. This program maps to Microsoft Certified Application Specialist certification. The content covers the full suite of Microsoft Office 2007 applications: Access® 2007, Excel® 2007, Outlook 2007, PowerPoint 2007 and Word® 2007. Training for earlier versions of Microsoft Office Suite are also included.

### E-mail and groupware

The e-mail and groupware content covers the features of the Lotus Notes® and Microsoft® Outlook® e-mail and collaboration products. Available curricula include Lotus Notes 8 End User and Microsoft Outlook 2007, as well as earlier versions of both applications.

### Internet skills

The Internet skills content teaches the skills needed to effectively use the leading Web browser—Microsoft Internet Explorer® 8 as well as earlier versions of the application.

### Computing fundamentals

The computing fundamentals content covers fundamental skills that a non-technical user needs to get started and become familiar with the Microsoft operating systems, including Windows' newest operating system Windows® 7.

### Business and reporting tools

The business and reporting tools content focuses on the features and use of various applications that complement Microsoft's Office™ suite: Microsoft Visio® and Project applications and Crystal Reports® from Seagate Software.

### Adobe®

The Adobe content covers the major Creative Suite® 4 applications as well as previous versions of the software.

### OfficeEssentials™ by Books24x7

The OfficeEssentials Collection covers popular desktop applications in easy to understand language.

OfficeEssentials focuses on the most commonly used desktop applications and graphics programs used in today's corporate environment. With content from such popular book series as For Dummies and Step by Step, OfficeEssentials covers Microsoft Office applications from 1997 to 2007, Adobe Photoshop and PC basics such as using browsers, settings and printers.

### Certification

SkillSoft is an acknowledged leader in certification preparation for IT professionals. Supporting over 100 professional certifications for leading IT organizations, SkillSoft provides the most comprehensive choice of training available for those seeking industry-standard accreditation. Our interactive learning paths are mapped closely to exam objectives and SkillSoft's mentoring services program helps guide students to exam success. SkillSoft's Desktop Collection maps to Microsoft Certified Application Specialist for Microsoft Office 2007 and Microsoft Office 2003.

# Just-in-Time Training

## Mentoring

SkillSoft offers online mentoring for over 100+ current major certification exams for IT professionals and end user technologies, including Microsoft MCAS and MOS. Mentors are available through online chats and e-mail. Learners can ask questions, receive clarification and request additional information to help get the answers and understanding they need.

## Created with you in mind

SkillSoft's instructional design model includes careful consideration of content and target audience needs. The design of each SkillSoft course starts with the definition of learner-focused performance objectives and then proceeds to the selection and implementation of instructional strategies and learning activities appropriate for those objectives. Frequent practice questions or exercises, along with assessments, measure learners' achievement of those objectives. The self-paced environment and unlimited access to instruction and assessment provide learners with the opportunity to reach their desired level of mastery within each course.

## Flexible deployment options

You can deploy SkillSoft desktop e-learning to meet the needs of all parts of your organization, to easily blend with other learning initiatives and balance with your corporate IT infrastructure. A wide range of platform and content customization tools and services allow you to leverage your current investments and blend desktop learning assets into your existing e-learning initiatives, classroom training or on-the-job programs. The solution has been built from the ground up with standards such as AICC and SCORM, and can be tracked through SkillPort, SkillSoft's e-learning platform or with a third-party learning management system.

*"The most successful portion of the solution was the reach of the program. We were able to train employees all over the country and world for very low costs. In addition, the just-in-time training allowed users to receive just the information they needed at the point in time they were ready to receive that information, which allowed users to retain the information longer."*

CIGNA Training Services and  
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