

*\*Products in catalog are subject to change without notice.*



**360° Feedback Tools for Professional Development**

- IMC
- PMC

The SHL 360° Feedback tools generate critical job performance data from an employee's colleagues, direct supervisors, and subordinates as well as from customers and other key stake-holders with whom the employee regularly interacts. These tools solicit critical job performance and lay the foundation for customized programs to guide an individual worker's ongoing professional development by providing crucial insights into job-related attributes. Appropriate for: Managers At All Levels.

**Inventory of Management Competencies (IMC)**

Provides a competency-based 360° tool for managers. Based on a model of 16 generic management competencies found through research to contribute to superior management performance, the IMC enables a structured assessment of a manager's performance. Competencies measured: leadership, planning & organizing, quality orientation, persuasiveness, specialist knowledge, problem solving & analysis, oral communication, written communication, commercial awareness, creativity & innovation, action orientation, strategic orientation, interpersonal sensitivity, flexibility, resilience and personal motivation.  
**Reports:** Self Profile, Self Report, Manager's Profile, Manager's Report, Direct Report's Profile, Direct Report's Report, Colleagues' Profile, Colleagues' Report, Other's Profile, Others' Report, and Evaluator Comparison Profile.

**Perspectives on Management Competencies (PMC)**

Facilitates constructive, in-depth 360° development of managers based on a detailed assessment of 36 key management competencies viewed from multiple perspectives. Competency areas measured: people-leadership and interpersonal, thinking-analytical and business awareness and energy-dynamism and operational.  
**Reports:** PMC Premium Report includes the following: Competency Definitions, Importance Summary, Importance Workgrid, Competency Summary, Detailed Results, Highest and Lowest Ratings, Summary Overview, Where Next? Developing an Action Plan. The PMC Standard Report allows the selection of up to five of the listed reports/profiles.



***Industry Specific Ability Tests***

- **ATS**
- **CRTB**
- **PTB**
- **TTB**
- **WSS-Manual Dexterity**
- **AOB**
- **CTT**
- **SSS**
- **WSS**

SHL ability tests measure many of the skills and aptitudes necessary for employees to succeed in any position, at any level of an organization. These tests help organizations select the best candidate for the job at hand.

**Reports:** "Profile" showing the individuals raw score, T, percentile and sten score and "Person Job Match Report"-This brings together two profiles: a job profile from (WPS) and a person profile (from Expert). This information is used to compare and contrast the strengths and limitations of a number of candidates or determine training needs for an incumbent.

**Applied Technology Series (ATS)**

*Appropriate for: Skilled Technicians/Apprentices, Electronics/Electrical Technicians, Process Control Operators, Engineers and Programmers/Software Designers.*

**Following Instructions**

Measures the ability to follow written instructions. The topics covered are relevant to a technical environment and draw on materials often associated with equipment manuals or operating instructions. No prior knowledge of technical words is assumed.

**Numerical Estimation**

Measures the ability to quickly estimate answers to numerical calculations. Fractions and percentages are included, as well as basic arithmetic.

**Mechanical Comprehension**

Assesses the understanding of basic mechanical principles and their application to such devices as pulleys, gears and simple structures. Each question is supported by a realistic technical drawing.

**Fault Finding**

Assesses the ability to identify faults in logical systems by measuring the ability to locate the element in an arrangement of color-coded symbols that is not working as specified. No specialized knowledge of fault finding is required. This test is appropriate for many applications, including electronics fault finding, debugging software, process control systems and systems design.

**Spatial Checking**

Measures the ability to locate differences between complex designs rotated and reversed in two or three dimensions. This ability is important in the checking and design of electronic system, engineering components and in some applications of computer-aided design.

**Diagrammatic Thinking**

Looks at the ability to follow a sequence of interdependent symbols arranged in a logical order. The ability to apply checks and follow sequences is relevant in following process control systems, debugging software and in systems design.

**Automated Office Battery (AOB)**

*Appropriate for: Office Staff Using Automated Equipment, Administrative and Clerical Staff and Clerical Supervisors.*

**Numerical Estimation**

Measures the ability to estimate answers to numerical calculations. The ability is important in situations when machines are making precise calculations, but where errors of data input or output may occur. Fast estimation of solutions enhances the ability to check machine computation.

**Computer Checking**

Measures the ability to check input information with the corresponding automated output. The candidate must check typed material against a computer printout version or a simulated video display of the same material. The material may be reordered to assess the ability to integrate checking with scanning and reasoning.

**Coded Instructions**

Measures the ability to comprehend and follow written instructions when a form of coded language is used. By emphasizing comprehension and logical thinking, the test provides a fundamental measure of aptitude for working with office equipment.

**Critical Reasoning Test Battery (CRTB)**

*Appropriate for: Supervisors, Junior Managers and Management Trainees*

**Verbal Evaluation**

Measures the ability to understand and evaluate the logic of various arguments. It includes a variety of topics relevant to supervisors and junior management levels.



<b>Interpreting Data</b>	Measures the ability to make correct decisions or inferences from numerical data. Straight-forward statistical data and other numerical data are presented. The test is appropriate for any job involving analysis or decision-making based on numerical facts.
<b>Diagrammatic Series</b>	Measures reasoning with diagrams and requires recognition of logical rules governing sequences. It is suitable for any occupation where logical or analytical reasoning is required, e.g., technical research or computer programming.
<b><u>Critical Thinking Test (CTT)</u></b>	<i>Appropriate for: Middle Mangers, Senior Mangers, Management Trainees and Graduates.</i>
<b>Numerical Critical Reasoning</b>	Measures the ability to make correct decisions or inference from numerical data. The task set and data presented are highly relevant to a range of management level jobs. Candidates may use a calculator, which further increases job relevance and puts the emphasis clearly on understanding and evaluation rather than computation.
<b>Verbal Critical Reasoning</b>	Measures the ability to evaluate the logic of various kinds of arguments. The task set and topics covered are designed to be relevant to managerial work, enhancing the suitability of the test for use with professionals and managers.
<b><u>Personal Test Battery (PTB)</u></b>	<i>Appropriate for: Clerical Staff, Staff Administrators and Word Processing Operators.</i>
<b>Basic Level Verbal Usage</b>	Measures the vocabulary, spelling and grammatical skills essential in drafting and processing correspondence.
<b>Basic Level Numerical Computation</b>	Measures the basic number skills. The emphasis is on straight-forward calculation and the understanding of arithmetic operations.
<b>Basic Level Clerical Checking</b>	Designed to assess speed and accuracy in checking detailed information. Handwritten details must be compared with printed copies and differences recorded according to a given code.
<b>Advanced Level Classification</b>	Appropriate for jobs involving filing and data handling tasks. Candidates are asked to classify information according to a given rule system and to record their actions in coded form.



<b>Advanced Level Verbal Comprehension</b>	Measures the ability to understand written information. The test is applicable where verbal communication skills are important.
<b>Advanced Level Numerical Reasoning</b>	Two tests assessing simple reasoning skills with numbers. NP6.1 has short written problems involving decimals, fractions or graphs. NP6.2 has been developed for positions where aids to calculation are used and candidates are supplied with a calculator.
<b>Basic Checking</b>	Measures speed and accuracy of checking at a basic level. Principally for use with clerical staff whose job includes routine checking. Number-checking and letter-checking are covered in separate sections of the test.
<b>Audio Checking</b>	Relevant to clerical jobs involving absorption of oral information, such as telemarketing and airlines or hotel booking positions.
<b>Text Checking</b>	Assesses speed and accuracy in proofreading, and important skill in producing all kinds of print and electronic documents.
<b><u>Selling Skills Series (SSS)</u></b>	<i>Appropriate for: Sales Representatives, Retail Staff, Customer Service and Call-Center Staff.</i>
<b>Using Written Information</b>	Measures the ability to understand written information and arrive at reasoned conclusions. Performance on the test depends on the precise extraction of relevant information from a paragraph of text. This task is relevant to sales or customer service roles where incumbents receive product information in written form, as well as written communication from customers and/or colleagues.
<b>Reasoning with Data</b>	Measures the ability to understand and use numerical data in order to answer questions. Candidates are allowed to use a pocket calculator during the test, so the emphasis is on understanding and reasoning rather than arithmetic and calculation. The data and questions have been designed to simulate the kind of numerical information that individuals may encounter in sales or customer service positions.
<b><u>Technical Test Battery (TTB)</u></b>	<i>Appropriate for: Technical Professionals, Technicians/Mechanics and Skilled Machine Operators.</i>



<b>Numerical Computation</b>	Measures basic numerical ability and is appropriate for general use. The emphasis is on understanding relationships and operations as well as quick and accurate calculations.
<b>Visual Estimation</b>	Measures the ability to accurately estimate length and breadth as well as to identify minor differences in a variety of basic shapes. It is particularly suitable for craftsman and operator-level jobs involving design.
<b>Mechanical Comprehension</b>	Measures the understanding of basic mechanical principles and their application to a number of devices, including pulleys, gears and levers. Questions are less "knowledge-based" than those in other tests of mechanical comprehension.
<b>Spatial Recognition</b>	Measures the ability to recognize shapes in two dimensions and is relevant to apprentices, filters, mechanics and construction workers. It is suitable for any situation in which basic spatial ability is important.
<b><u>Work Skills Series (WSS)</u></b>	<i>Appropriate for: Semi-Skilled Operators and Production Workers.</i>
<b>Understanding Instructions</b>	Measures the ability to follow and apply instructions in practical, work-related situations. Contents of the paragraphs utilized have been designed to look like those typically found in many technical, production or manufacturing environments.
<b>Working with Numbers</b>	Measures the ability to apply basic rules of arithmetic in common work-related situations. The test content involves dealing quickly with stock levels and use of various types of mechanical components, It is relevant to any job in industry or manufacturing where the appropriate application of basic arithmetic skills is important.
<b>Visual Checking</b>	Measures the ability to check that one set of indicators corresponds to another set of indicators according to a number of simple rules. This skills is important whenever production or control equipment is uses by semi-skilled machine operators.
<b><u>Packages</u></b>	
<b>Management and Graduate Pack</b>	Test batteries included: CRTB, CTT and ITTS.
<b>Sales and Customer Service Pack</b>	Test batteries included: SS and CRTB.



**Manufacturing Pack**

Test batteries included: WSS and ATS.

**Administrative Pack**

Test batteries included: AOB and PTB.

***Behavioral style  
Questionnaires***

- OPQ 32      •OPQ 5.2
- CCSQ        •WSQ
- MQ

To place the right candidate in the right role requires an understanding of the job-relevant behavioral attributes needed to be successful. Behavioral style questionnaires provide insight into whether candidates have the motivational and behavioral characteristics that determine if they will perform the task.

**OPQ 32**

Appropriate for: Managers and Professional Staff. The OPQ 32 model of personality describes 32 dimensions of people's preferred or typical style of behavior at work in the following categories: relationships with people, thinking style and feelings and emotions.

**Reports:** Profile, Behavioral Styles Report, Competency Report, Leadership and Associate Report, OPQ Team Building Styles, Candidate Report, Manager's Report, Emotional Intelligence Report, Team Building and Leadership Style Profile and Integrated Premium Report..

**OPQ 5.2**

Appropriate for: Managers and Professional Staff. The OPQ 5.2 assesses 30 behavioral dimensions, or preferred work styles, that affect an individual's on-the-job performance. The OPQ generates information on an individual's team type, leadership and subordinate style and selling/influencing styles.

**Reports:** Profile, Behavioral Styles Report, Competency Report, Leadership and Associate Report, OPQ Team Building Report, Individual Feedback Report, Manager's Report, Selling Styles Report and Integrated Report.

**CCSQ**

Appropriate for: Front line Sales People, Customer Service Representatives and Call Center Representatives. The CCSQ supports hiring and development decisions. It generates information on the aspects of a candidate's work style that are relevant for non-supervisory sales or customer service roles.

**Reports:** Profile, Individual's Feedback Report and Competency Report.

**Vendor**

**Product**

**Description**



**WSQ**

Appropriate for: Production and Operational Positions in Manufacturing, Retail and Service Industries. This instrument is used primarily to assess and develop non-managerial staff.  
**Reports:** Profile Chart, Competency Potential Report.

**MQ**

Appropriate for: Professional Level Staff. Information generated by the MQ enhances decision-making and the efficiency of all aspects of personnel selection, promotion and managerial development, and team building. The MQ provides a comprehensive profile of the motivational factors that affect an individuals performance at work.  
**Reports:** MQ Motivational Narrative.



**PDQ Profile**

P.D.Q. Profile is unique among assessments of adult literacy in that it is the only one based on a theoretically derived and empirically validated framework for literacy that is the basis for all the state, national and international assessments of adult literacy carried out over the last two decades. The assessment only employs stimulus materials drawn from the real world and uses authentic response formats (no multiple choice). Also, it is designed to adapt to the learner's level, reducing frustration and increasing precision of measurement all along the scale.  
**Reports:** P.D.Q. Profile reports on three aspects of functional literacy (Prose, Document and Quantitative), thereby providing the learner with a richer picture of his/her competencies.  
Prose: ability to read text (newspapers, magazines, etc.),  
Document: ability to read forms, maps and charts, etc.)  
Quantitative: ability to use text to quantify (balance a check book, phone bill, etc.)  
The P.D.Q. Profile is unique in that it reports scores on the same scales developed for the National Adult Literacy Survey and can, therefore, draw on the substantial body of research that has been carried out around these scales to offer the learner more relevant interpretive information.



**3D Studio MAX**

The 3D Studio MAX test measures your knowledge to operate the 3D Studio Max software. Designed for everyday users of the software, this test covers the following topics: Animation, File Management, MAXScript, Lighting, 3D Modeling, and Rendering.

**ABAP**

The ABAP for SAP R/3 test measures your knowledge of programming in ABAP for SAP R/3. Designed for experienced programmers, this test covers the following topics: ABAP Memory, ABAP Open SQL, Authority-checks, Background Processing, BDC, Data, Dialog Programming, Field-symbols, File Processing, Flow Control, Functions, Internal Tables, Logical Units of Work, Macros, Reporting, Structures, Subroutines, Tasks/Change Requests, and Variables.



Accounts Payable  
Fundamentals

The Accounts Payable Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your knowledge of processing receivables, invoices, and payroll. Designed for accounting clerks and others who handle the processing of accounts receivable, this test covers the following topics:  
Invoicing, General Ledger, Applying Cash, Credit and Collections. You will need a calculator when taking this exam.

Accounts Receivable/Billing  
Fundamentals

The Accounts Receivable/Billing Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your knowledge of processing receivables, invoices, and payroll. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: Assets, Expenses, Purchases, Reconciliation, and Controls. You will need a calculator when taking this exam.

Act! 4.0

The Act! 4.0 test measures your knowledge of ACT! 4.0. Designed for experienced users, this test covers the following topics: ACT! Basics, Activities and Scheduling, Advanced Reports, Calendars, Database Creation, Exchanging Data, Lookups and Queries, Managing Records, Productivity in ACT!, Reports, Security and Backup, SideACT!, Staying in Contact, Synchronizing Data, Word Processing, and Working with Groups.

Active Server Pages

The Active Server Pages (ASP) test measures your knowledge of developing web sites using ASP 3.0. Designed for experienced developers, this test covers the following topics: Active Server Components, ActiveX Data Objects, Application Object, ASP Object Model, Configuration, Object Context Object, Request Object, Response Object, Scripting Object, Server Object, Server Side Scripting, Server Variables Collection, and Session Object.

ActiveX

The ActiveX test measures your knowledge of programming ActiveX controls. Designed for experienced web developers, this test covers the following topics: ActiveX Technologies, General Knowledge, Component Creation, and Interfaces.

Adabas Administration

The Adabas 6.22 Administration test measures your knowledge of administering Adabas databases. Designed for experienced administrators, this test covers the following topics: Architecture, DB Installation, DB Maintenance, DB Recovery, DB Validation, Installation and Maintenance, Messages and Codes, Operations and Procedures, and Unload/Load.



Adobe FrameMaker 5.5	The Adobe FrameMaker 5.5 test measures your knowledge of Adobe FrameMaker 5.5. Designed for experienced users, this test covers the following topics: Advanced Features, Books, Character Formats, Conditional Text, Cross References, Document Basics, Editing Text, Footnotes and Endnotes, Graphics, Page Layout, Paragraph Formats, Tables, and Variables.
Adobe Illustrator 8.0	The Adobe Illustrator 8.0 test measures your knowledge of Adobe Illustrator 8.0. Designed for experienced users, this test covers the following topics: Color Images, Image Basics, Printing, Text, and General Knowledge.
Adobe PageMaker 6.5	The Adobe PageMaker 6.5 test measures your knowledge of Adobe PageMaker 6.5. Designed for experienced users, this test covers the following topics: Advanced Features, Color, Document Layout, Graphics, Linked Files, Outputting/Exporting, Portability, Typography, and User Interface.
Adobe Photoshop 5.5	The Adobe Photoshop 5.5 test measures your knowledge of Adobe Photoshop 5.5. Designed for experienced users, this test covers the following topics: Color, File Formats, Filters, General Knowledge, History and Actions, Layers, Paths, and Tools.
Adobe Photoshop 6.0	The Adobe Photoshop 6.0 test measures your knowledge of using Adobe Photoshop. Designed for experienced users, this test includes the following topics: Color, Tools, Layers, Web Use, Formats, Efficiency, and Filters.
Advertising Industry Knowledge	The Advertising Industry Knowledge test measures your knowledge of the advertising industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising and Public Relations, Application to Marketplace, Campaign and Media Planning, Online Advertising, Promos, and Specialized Communications.
Aerospace Industry Knowledge	The Aerospace Industry Knowledge test measures your knowledge of the Aerospace industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Contracts and Project Management, Employment Issues, Industry Products, Operational Infrastructure, Operations, Standards and Regulations, State of the Industry, Technology, and Manufacturing.

**Anatomy & Physiology**

The Anatomy and Physiology test measures your knowledge of the human body and the function of its major systems. Designed for all health care professionals, this test covers the following topics: Anatomical Mapping, Anatomy, Basic Knowledge, and Physiology. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**AOL 5.0 Fundamentals**

The AOL 5.0 test measures your knowledge of AOL 5.0. Designed for experienced users, this test covers the following topics: Buddy List, Chat Rooms, Connectivity, E-mail, Favorite Places, General Knowledge, Instant Messages, My Places, Newsgroups, Searching and Toolbar.

**Apache 1.3.12 Administration**

The Apache HTTP Server 1.3.12 Administration test measures your knowledge on the Apache HTTP Server 1.3.12. Designed for experienced Web Administrators, this test focuses on the specifics of the Apache server rather than broader concepts covered in the Web Server Administration test. This test covers the following topics: Apache API, Common Tasks, General Knowledge, Performance Tuning, Security, Server Administration, Server Configuration, and Server Setup.

**Ariba Buyer 6.1**

The Ariba Buyer 6.1 test measures your knowledge of the Ariba Buyer 6.1 application. Designed for experienced computer system professionals, this test covers the following topics: Approval Rules/Order Processes, Architecture and Structure, Customizing the User Interface and Adapters, Installation and Directory Structure, Scheme and Adapter Map Files, User Administration and Catalogs.

**Assembly Language**

The Assembly Language test measures your knowledge of the concepts used in all areas of assembly language. Designed for experienced programmers, this test covers the following topics: Numbering and Representations, Programmers View, Data and Instructions, Addressing Mode, Transfer of Control, Arithmetic Instructions, Bit Manipulations, Interrupts, Assembler, Interfacing with HLL, and Input/Output.



Asynchronous Transfer Mode (ATM)	The Asynchronous Transfer Mode (ATM) test measures your knowledge of ATM networking. Designed for experienced network professionals, this test covers the following topics: ATM Architecture, ATM Addressing and Connections, ATM Hardware, Traffic Management, LAN Emulation, Network Management, Design, Internetworking with Voice and Video, and Internetworking ATM.
AutoCAD 2000 (U.S.)	The test measures your ability to design in two dimensions using AutoCAD 2000. Designed for experienced users, the AutoCAD 2000 (U.S.) test covers the following topics: Annotation, Drawing, Editing, File Management, Layout and Plotting, Sharing Files, User Interface and Utilities. Since this test is a hands on measure of your abilities and knowledge of the program, you MUST have AutoCAD 2000 or AutoCAD® 2000i loaded on your computer in order to take this test.
Automotive Industry Knowledge (U.S.)	The Automotive Industry Knowledge (U.S.) test measures your knowledge of the automotive industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Accounting, Customer Satisfaction, Dealership Arrival, Finance and Insurance, General Knowledge, Manufacturing, Parts Department, Related Industries, Sales Management, Sales Process, and Service Department.
BEA WebLogic Application Server 5.1	The BEA WebLogic Application Server 5.1 test measures your ability to administer an application server using the BEA WebLogic Server. Designed for experienced network administrators, this test covers the following topics: Installation, Setup, Configuration, Starting and Stopping, Services, Application, General, Performance Evaluation, and Architecture.
Behavioral Interviewing (U.S.)	The Behavioral Interviewing (U.S.) test measures your knowledge of basic concepts utilized in behavioral interviewing, an approach based on the assumption that past behavior predicts future behavior. Designed for experienced human resources professionals and hiring managers, this test covers the following topics: Analysis, Behavioral Interviewing Techniques, Behavioral Traits, Business Dynamics, Communication, Concern for Order and Quality, Forms, Information Seeking, Interview Process, Legal Obligations, Oral/Written Communication, and Situational Leadership.



Benefits Administration (U.S.)	The Benefits Administration (U.S.) test measures your knowledge and understanding of an organization's employee benefits programs. Designed for entry level to mid level human resources professionals, this test covers the following topics: Design Features, Government and Social Insurance, Legal Compliance, Medical and Dental Plan Administration, Welfare Plan Administration, Life Insurance, Cafeteria Plans, Retirement and Savings Plan Administration, Employee Communications, and Benefit Plan Trends.
Benefits Management (U.S.)	The Benefits Management (U.S.) test measures your knowledge of employee benefits. Designed for experienced human resource professionals and managers, this test covers the following topics: Benefits Administration, Social Insurance Programs, Insurance, COBRA, ERISA, HIPAA, FMLA, Pension Plans, and ADA.
Biochemical Lab Techniques	The Biochemical Lab Techniques test measures your knowledge of basic biochemical concepts and the techniques measured in a lab environment. Designed for all health care professionals, this test covers the following topics: Blotting, Cell Culture, Centrifugation, Chemicals, Chromatography, Electrophoresis, Lab Notebook, Lab Safety, Metric System Conversions, PCR, Solution Preparation, Spectrophotometry, and Statistics. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
Biochemistry	The Biochemistry test measures your knowledge of biochemical sciences. Designed for all health care professionals, this test covers the following topics: Carbohydrates, Enzymes, Fundamentals, Genetics, Immunology, Lipids, Metabolism, Minerals, Proteins, Respiration, and Vitamins. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Biotechnology Industry Knowledge

The Biotechnology Industry Knowledge test measures your knowledge of the biotechnology industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Agricultural Biotech, Diagnostics, General Knowledge, Industrial Biotech, Market, Regulation, and Therapeutics.

Business Fundamentals (U.S.)

The Business Fundamentals test measures your knowledge relating to business operations and department functions. Designed for all professionals, this test covers the following topics: General Business, Business Environment, Economics, Social Responsibility, Human Resources, Marketing, Financial Information, Business Law, and Production.

Business Math

The Business Math test measures your knowledge of mathematics that is commonly used in business. Designed for all professionals, this test includes the following topics: algebra, arithmetic, business percentages, and graph interpretation.

Business Process Reengineering

The Business Process Reengineering (BPR) test measures your knowledge in the modification and successful implementation of business processes. Designed for experienced managers and human resources professionals, this test covers the following topics: BPR Processes, BPR Team, Tools and Techniques, Success Predictors, Building on BPR, and Leading to BPR Failure.

Business Writing

The Business Writing test measures your knowledge of important types of business writing being used today. Designed for administrative professionals, this test covers the following topics: Business Letters, Business Writing, Other Formats, Persuasion, Principles of Organization, Rules of Grammar, Specialized Formats, Spelling, Style and Tone, and Vocabulary.

C

The C test measures your knowledge of programming in the C Language. Designed for experienced programmers, this test cover the following topics: Arrays and Strings, Basics, C Expressions, Functions, Input/Output, Pointers, and Program Statements.

C++

The C++ test measures your knowledge of programming in C++. Designed for experienced programmers, this test covers the following topics: Basic Structure and Syntax, C++ Class, C++ Data Types, C++ Library, Class Derivation and Inheritance, Class Member Functions, Class Templates, Control Structures, Dynamic Memory, Efficiency, Exception Handling, Fundamentals of OOD, OOP, Overloaded, and Template functions.



Cardiovascular Core Knowledge	The Cardiovascular Core Knowledge test measures your knowledge of the cardiovascular system and the diseases and treatments that affect the heart. Designed for all health care professionals, this test covers the following topics: Anatomy of the Heart, Cardio-related Terminology, Diseases, Emergencies, Physiology of the Heart, Tests, and Treatments. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
Cellular Technology	The Cellular Technology test measures your knowledge of the cellular telecommunications industry. Designed for experienced telecommunications technicians, vendors and service providers, this test covers the following topics: PCS, Security, Problem Solving, Topology/Architecture, Cellular Applications, Paging Services, and Implementation.
CGI Scripting	The CGI Scripting test measures your knowledge of the key issues in Common Gateway Interface script. Designed for experienced web developers, this test covers the following topics: HTTP, HTML Forms, CGI Protocol, CGI Programming, CGI Techniques, Security, Webservers, and CGI Alternatives.
Change Management (U.S.)	The Change Management (U.S.) certification measures your knowledge of conducting large-scale change in organizations. Designed for experienced managers and human resources professionals, this test covers the following topics: Analytical Skills, Change Management Skills, Change Planning Skills, Change Promotion Skills, Innovation Skills, Interpersonal Skills.
Check Point FireWall-1 Administration	The Check Point FireWall-1 4.0 Administration test measures your knowledge of designing and maintaining firewalls using Check Point's FireWall-1 application. Designed for experienced web administrators, this test covers the following topics: Authentication, FW-1 GUIs, FW-1 Installation/Architecture, FW-1 Management, General Knowledge, Network Address Translation, and Security Policy/Rule Base.
Childcare Fundamentals (U.S.)	The Childcare Fundamentals (U.S.) test measures your knowledge of childcare in the United States. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Communication, Development, Environment, General, Play, and Safety.



CICS	The Customer Information Control System test measures your knowledge of programming using CICS. Designed for experienced programmers, this test covers the following topics: BMS, Program Control, Storage, the CICS System, Troubleshooting, and Utilities.
Cisco Network Design	The Cisco Network Design test measures your knowledge of installing and configuring an Internet Protocol network using Cisco routers. Designed for experienced telecom engineers, this challenging test covers the following topics: Distance Vector Routing Protocols, Exterior Gateway Routing Protocols, Link State Routing Protocols, Multicast Protocols, OSI Stack, and Protocol Interoperability.
Cisco Network Support	The Cisco Network Support test measures your knowledge of maintaining an Internet Protocol network using Cisco routers. Designed for experienced telecom engineers, this test covers the following topics: Bridging Concepts, Dial Solutions, Hardware Architecture, IOS/Command Line, IP Addressing, LAN Switching, Network Protocols, OSI Model, Routing Protocols, Traffic Management, and WAN Connectivity.
Citrix Administration	The Citrix Administration test measures your knowledge of administering a system using Citrix WinFrame and MetaFrame. Designed for experienced system administrators, this test covers the following topics: Installation, Administration, Configuration, Client Computers, Applications, and Troubleshooting.
Client/Server Concepts	The Client/Server Concepts test measures your knowledge of the basic concepts of client/server networks. Designed for individuals with basic knowledge of client server networks, this test covers questions on Networks, Processing, Database, and Rapid Application Development.
COBOL I (ANSI 74)	The Common Business Oriented Language I (ANSI 74) test measures your knowledge of programming in COBOL I (ANSI 74). Designed for experienced programmers, this test covers the following topics: COBOL Elements, Condition Checking, Creating Reports, Data Division, Decision Making, Errors, File Processing, Process Statements, Program Processing, and Tables.



COBOL II

The Common Business Oriented Language II test measures your knowledge of programming in COBOL II. Designed for experienced programmers, this test covers the following topics: Arithmetic Statements, COBOL Elements, Condition Checking, Creating Reports, Data Division, Decision Making, File Processing, Process Statements, Program Processing, and Tables.

ColdFusion 4.5

The ColdFusion 4.5 test measures your knowledge of developing web pages using ColdFusion 4.5. Designed for experienced developers, this test covers the following topics: Advanced CF, Database, Display and Formatting, E-mail, Files and Directories, Flow Control, Functions, Internet Protocols, Subroutines, and Variables.

COM/DCOM (Visual Basic)

The COM/DCOM (Visual Basic) test measures your knowledge of the Microsoft Component Object Model and Distributed COM architectures and how these modules are used in building objects to run in an MS Windows environment. Designed for experienced programmers, and web/software developers, this test covers the following topics: Development, Architecture, Registry, Implementation, DCOM Architecture, and DCOM Implementation.

Compaq Server Administration  
(Win NT/2000)

The Compaq Server Administration (Win NT) test measures your knowledge of Compaq system technologies, systems management, and Compaq integration with Windows NT. Designed for experienced systems managers, this test covers the following topics: System Architecture, Server Options, Disk Storage Technologies, Compaq Servers, Systems Management, Insight Manager, Diagnostics, Remote Management, Windows NT/2000, Recovery Server, and Integration Server.

Compensation Management  
(U.S.)

The Compensation Management (U.S.) test measures your knowledge of employee compensation processes and laws in the United States. Designed for experienced human resource professionals and managers, this test covers the following topics: Communicating Compensation Programs, Executive Compensation, Expatriate Compensation, Job Analysis and Design, Legal Compliance, Performance Appraisals, Salary Administration, Sales Compensation, Setting the Stage, Variable Compensation, and Wage Level Decisions.



Computer Electronics	The Computer Electronics test measures your knowledge in the core areas of electronics necessary to understand and maintain computers. This test covers the following topics: Diagnostics, Electrical/Electronic Engineering Principles, Electronics Application, Electronics Theory, and Safety.
Computer Fundamentals (Mac OS 8.6)	The Computer Fundamentals (Mac OS 8.6) test measures your knowledge on the Macintosh computer. Designed for all computers users, this test measures your knowledge of the most commonly used aspects of the computer from using the Macintosh Operating System 8.6 and peripherals (printers, scanners, disk drives), to performing common tasks in popular software programs. This test has the following topics: Applications, Control Panels, Cross-platform Usage, Desk Top, Disks, Internet, and Troubleshooting.
Computer Fundamentals (Win 95/98)	The Computer Fundamentals (Win 2000) test measures your knowledge using a personal computer in the Microsoft Windows 2000 Operating System. Designed for all computers users, this test has the following topics: File Management, GUI, Hardware, Security, Software, Storage, and Win 2000.
Computer Industry Knowledge	The Computer Industry Knowledge test measures your knowledge of the computer industry. Designed for individuals with a broad knowledge of the industry and its trends, this test covers the following topics: Business and Market Trends, Computers, Innovation, Internet Technology, Leading Hardware Manufacturers, Legal, Networking, Operating Systems, People, Programming, Software Engineering, Training, and Test.
Computer Technical Support	The Computer Technical Support test measures your knowledge of how to set up and maintain a PC. Designed for technicians with hands-on experience, this test covers the following topics: Computer Building, ESD, General Hardware, General Software, Printers, Software Troubleshooting, and Hardware Troubleshooting.
Computer Telephony Integration (CTI)	The Computer Telephony Integration certification measures your knowledge of designing and installing computer-operated telephone networks in call centers and other locations. Designed for experienced CTI professionals, this test includes the following topics: Telephony, Applications, Databases, Telephone User Interface, Troubleshooting, and Call Center Architecture.



Consumer Finance (U.S.)	The Consumer Finance (U.S.) test measures your knowledge of how consumer-lending decisions are made. This test covers the following topics: Banking Services, Consumer Finance, Credit, Financing a Home, Income, Insurance, Interest, Renting a Home, and Taxes.
Consumer Products Industry Knowledge (U.S.)	The Consumer Products Industry Knowledge (U.S.) test measures your knowledge of the Consumer Products industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising, Distribution, General Marketing, Integrated Marketing, Manufacturing, Marketing Planning, Marketing Research, Promotions, Research and Development, and Sales.
CORBA 2.3	The Common Object Request Broker Architecture 2.3 test measures your knowledge of programming using CORBA 2.3. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.
CORBA 2.3 C++	The Common Object Request Broker Architecture 2.3 C++ test measures your knowledge of programming using CORBA 2.3 C++. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.
CORBA 2.3 Java	The Common Object Request Broker Architecture 2.3 Java test measures your knowledge of programming using CORBA 2.3 Java. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.
Corel Paradox 9.0	The Corel Paradox 9.0 test measures your knowledge of Corel Paradox 9.0. Designed for experienced users, this test covers the following topics: Forms, Networking, Queries, Reports, and Tables.
Corel Ventura 8.0	The Corel Ventura 8.0 test measures your knowledge of Corel Ventura 8.0. Designed for experienced users, this test covers the following topics: Customizing, General Knowledge, Layout and Design, Navigator, Printing, Tags, Tools and Features, Troubleshooting, Working with Graphics, Working with Text.



Corel WordPerfect 9.0

The Corel WordPerfect 9.0 test measures your knowledge of Corel WordPerfect 9.0. Designed for experienced users, this test covers the following topics: Display, Format, Keyboard, Miscellaneous, Tools, and User Interface.

CorelDRAW 9.0

The CorelDRAW 9.0 test measures your knowledge of CorelDRAW 9.0. Designed for experienced users, this test covers the following topics: Colors and Palettes, Creating Objects, Effects, File I/O, Manipulating Objects, Prepare for Web, Print and PDF, Special Features, User Interface, Working with Bitmaps, and Working with Text.

Counseling Techniques

The Counseling Techniques test measures your knowledge of the concepts and techniques used in counseling clients. Designed for all health care professionals, this test covers the following topics: Counseling Techniques, Differential Diagnosis, Ethical Issues, Family Counseling, Group Counseling, Life Issues, Lifespan Issues, Marital Counseling, Practical Issues, Presenting Problems, and Theoretical Constructs. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

CPR/BLS Core Knowledge

The CPR/BLS Core Knowledge (U.S.) test measures your knowledge of the core Cardiopulmonary Resuscitation/Basic Life Saving techniques. Designed for all health care professionals, this test covers the following topics: Adult CPR-Single Rescuer, Adult CPR-Two Rescuer, Airway, Cardiopulmonary Arrest, Child CPR, Choking, Circulation, Infant CPR, Medicolegal/Ethical Considerations, and Personal Protection/Universal Precautions. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Crystal Reports 7

The Crystal Reports 7 test measures your knowledge of Crystal Reports 7. Designed for experienced users, this test covers the following topics: Charts, Creating Reports, Data Sources, Formatting Reports, Formulas, Querying Data, Report Expert, Report Types, Sharing Information, and Working with Reports.



Customer Requirements Analysis	The Customer Requirements Analysis test measures your knowledge of customer requirements and the software development process. Designed for experienced programmers and analysts, this test covers the following topics: Analysis, Building the System, Data Gathering Methods, Defining the System, Documenting, Problem Analysis, User Needs Analysis, and Validation.
Data Modeling Concepts	The Data Modeling Concepts test measures your knowledge of the most important aspects of data modeling. Designed for both administrators and developers, this test covers the following topics: Attributes & Keys, Entities, Implementation, Normalization, Relationships, and Uses & Benefits.
Data Warehousing Concepts	The Data Warehousing Concepts test measures your knowledge of the most important aspects of data warehousing. Designed for both programmers and administrators, this test covers the following topics: Applications, Architecture, Data Extraction, Data Mining, Data Transformation and Cleansing, Databases, Design, Implementation Techniques, OLAP, Performance, and the role of Data Warehousing.
DB2 Administration (OS/390)	The DB2 Administration (OS/390) test measures your knowledge of administering DB2 databases. We also offer a DB2 Administration (UDB) operating system test designed for administrators. DB2 (OS/390) is designed for experienced administrators, this test covers the following topics: Administration, Data Definition, Doors to DB2, Overview, Programming, SQL, Tools, Tuning, Utilities and Commands.
DB2 Administration (UDB)	The DB2 Administration (UDB) test measures your knowledge of administering DB2 databases. We also offer a DB2 Administration (OS/390) Administration operating system test designed for administrators. DB2 (UDB) is designed for experienced administrators, this test covers the following topics: Administration, Data Definition, Doors to DB2, Overview, Programming, SQL, Tools, Tuning, Utilities and Commands.
Defense Industry Knowledge (U.S.)	The Defense Industry Knowledge (U.S.) test measures your knowledge of the Defense industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Acquisition Program Management, Configuration Management, Congressional Organization, Contract and Finance, Disposal, Department of Defense Component Organizations, Planning, Programming and Budgeting System.



Delphi 3.0	The Delphi 3.0 test measures your knowledge of programming using Delphi 3.0. Designed for experienced programmers, this test covers the following topics: Abstract Data Types, Console Applications, Control Structures, Delphi IDE, DLL, Exception Handling, Fundamentals of OOD, IDE Tools, Object Pascal Class, Object Pascal Language, OLE, COM and ActiveX, OOP, Pascal I/O, Three Tier Controls and Support, VCL Internals and Component Writing, and Visual Component Library (VCL).
Delphi 5.0	The Delphi 5.0 test measures your knowledge of programming using Delphi 5.0. Designed for experienced programmers, this test covers the following topics: Abstract Data Types, Application Deployment, Console Applications, Control Structures, Database, Delphi IDE, DLL, Exception Handling, Fundamentals of OOD, IDE Tools, Multi-thread Programming, Object Pascal Class, Object Pascal Language, OLE, COM and ActiveX, OOP, Pascal I/O, VCL Internals and Component Writing, Visual Component Library (VCL), Web Development, and Win API.
Delphi 6.0	The Delphi 6.0 test measures your knowledge of programming using Delphi 6.0. Designed for experienced programmers, this test covers the following topics: Extended Technologies, Component Development, Datasets, OOP Concepts, OOP Implementation, Pascal Basics, The Delphi Environment, VCL, VCL Components.
Dietetic Assessment (U.S.)	The Dietetic Assessment Techniques test measures your knowledge of nutritional principles and the impact of diet on health. Designed for health and wellness professionals with an emphasis in nutrition, this test covers the following topics: Clinical Nutrition, Community Nutrition, Education, Food Production and Service, Nutrition, and Organization of Food Services. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
Digital Signal Processing (DSP)	The Digital Signal Processing (DSP) test measures your knowledge of digital signal processing and its applications. Designed for experienced hardware professionals, this test covers the following topics: Fundamentals, Architecture, Analog to Digital Conversion, Filtering, DSP Applications, and Advanced Topics.



Disaster Recovery and Planning	The Disaster Recovery and Planning test measures your knowledge of recovery techniques in the event of a disaster. Designed for administrators, this test covers the following topics: Essential Concepts and Terminology, Exposure and Risk Analysis, Disaster Prevention (Avoidance), Planning Fundamentals, Asset Management, Backups and Offsite Storage, Communications, Preparation Essentials, Recovery/Interim Restoration, and Relocation to Primary Site/Final Restoration.
Diversity Awareness (U.S.)	The Diversity Awareness (U.S.) test measures your knowledge of the issues around working in a diverse workplace. Designed for all employees, this test enables you to demonstrate that you are knowledgeable about the benefits of a diverse workforce and the common areas where care must be shown to prevent misunderstandings due to differences in backgrounds, gender and abilities. This test includes the following topics: Diversity in Organizations, Diversity: Concepts and Driving Forces, Managing for Diversity - Policies & Programs, Organizational Roles and Culture, and The Character of Diversity.
DOS 6.2	The Disk Operating System 6.2 test measures your knowledge of DOS 6.2. Designed for system administrators, IT help desk, and technical support professionals, this test covers the following topics: ANSI.SYS, DOS Fundamentals, DOS Editor, Files and Directories, Managing Disks, Batch Files, System Configuration, and Controlling DOS.
Dreamweaver 3.0	The Dreamweaver 3.0 test measures your knowledge of developing web sites using Dreamweaver 3.0. Designed for experienced developers, this test covers the following topics: Behaviors, Customizing, General Knowledge, Import/Export, Links and Navigation, Media, Objects, Page Management, and Site Management.
Dreamweaver 4.0	The Dreamweaver 4.0 test measures your knowledge of developing web sites using Macromedia's Dreamweaver software. Designed for experienced designers, this test includes the following topics: Adding Interactivity, Application Environment, Collaboration, Customizing and Extending, Media, Page Authoring, Page Design, Page Management, and Site Management.



Dynamic HTML	The Dynamic Hypertext Markup Language test measures your knowledge of coding web pages using DHTML. Designed for experienced coders, this test covers the following topics: Containers, CSS, DOM, Events, Forms, Frames, HEAD Elements, Sights and Sounds, and Tables.
E-Commerce Concepts	The E-commerce Concepts test measures your knowledge of e-commerce. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Backends, Business Models, E-Commerce Technology, General Understanding/Concepts, Personalization, Purchasing, Security, Taxation/Shipping, Technologies on the Horizon, and Types of E-commerce.
E-Commerce Implementation	The E-commerce Implementation test measures your knowledge of implementing E-commerce on your web site. Designed for experienced web developers and administrators this test covers the following topics: E-commerce Building Blocks, E-commerce Types, Hardware, Money Transactions, Network Infrastructure, Security, Setting Up an E-commerce Site, and Emerging Technologies.
Editing & Proofing (Chicago Style)	The Editing and Proofing (Chicago Style) test measures your knowledge centered on the Chicago Manual of Style. Designed for writers and editors, this test covers the following topics: Abbreviations, Capitalization, Common Errors, Indexes, Numbers, Proofreading, Punctuation, Substantive Editing, and Visuals.
Education Industry Knowledge (U.S.)	The Education Industry Knowledge (U.S.) test measures your knowledge of the educational industry. Designed for educational professionals, this test covers all aspects of the U.S. Educational Services industry. This test covers the following topics: Structure, Student Assessments, Accreditation Issues, Societal Issues, Employment, Finances, Governing U.S. Education, Institutional Levels, Technology, and Trends.
Electronic Data Interchange (EDI)	The Electronic Data Interchange (EDI) test measures your knowledge of Electronic Data Interchange. Designed for EDI professionals, this test covers the following topics: Ansi-X12, Bar Coding, Test Requirements, EDI Online thru XML, Cyberdefense, Data Elements and Segments, Security and Auditing, Mapping, Labels, Transactions Sets, XML Fundamentals and Communications, and Connectivity.



Embedded Systems Concepts

The Embedded Systems Concepts test measures your knowledge of the core concepts involved in working with embedded systems. This test is not specific to any platform but measures knowledge across all areas of embedded systems. Designed for all involved with embedded systems this test covers the following topics: System Design, Hardware and Software Design, Interrupts, Software Architecture, Validation, and Debugging.

EMT-B

The EMT-B Core Knowledge (U.S.) test measures your knowledge of the core basic Emergency Medical Technician techniques. Designed for all health care professionals, this test covers the following topics: Airway, Infants and Children, Medical Emergencies, Patient Assessment, Special Topics, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

EMT-I Core Knowledge

The EMT-I Core Knowledge (U.S.) test measures your knowledge of the core intermediate Emergency Medical Technician techniques. Designed for all health care professionals, this test covers the following topics: Airway, Geriatric, Intravenous Access, Medical, OB/GYN, Patient Assessment, Pediatric, Pharmacology, Preparatory, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

EMT-P Core Knowledge

The EMT-P Core Knowledge (U.S.) test measures your knowledge of the core techniques for a paramedic. Designed for all health care professionals, this test covers the following topics: Airway Management, Assessment-based Management, Medical, Operations, Patient Assessment, Preparatory, Special Considerations, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Energy Industry Knowledge (U.S.)

The Energy Industry Knowledge (U.S.) test measures your knowledge of the energy industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Basic Math, Deregulation, Electric Utilities Industry, Environmental Concerns, General, International, Natural Gas Industry, Nuclear Energy, Petroleum Industry, and Renewable Energy.

English Listening Comprehension (U.S.)

The English Listening Comprehension (U.S.) test measures your retention and listening skills. Designed for all English speakers and also for those whom English is a second language (ESL), this test requires that you listen to passages and then answer questions related to what was said. This test covers the following topics: Communicating in the Workplace, Comprehending the Media, Dealing with Professionals, Organizing Trips and Activities, Responding to Social Situations, and Speaking Interpersonally.

English Vocabulary

The English Vocabulary test measures your knowledge of English vocabulary. Designed for all English speakers, this test covers the following topics: Analogies, Challenging words, Foreign words used in the English language, and Professional terms.

Epidemiology

The Epidemiology test measures your knowledge of disease transmission, spread, and control. Designed for all health care professionals, this test covers the following topics: Chronic Disease, Epidemiologic Concepts, Epidemiologic Variables, Infectious Disease Process, Principles of Investigation, Quantitative Measures, Study Types, and Terminology. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

ERP Concepts (U.S.)

The ERP Concepts (U.S.) test measures your knowledge of the Enterprise Resource Planning business management system and methodology. Designed for the experienced planning professional, this test covers the following topics: History, Theory of Constraints, Sales and Operations Planning, Buffer Resource Strategy, Organizational Assessment, Departmental Dependencies, Change Management, Process Reengineering, Business Focus, Operations Planning, Product Design and Development, Manufacturing Execution System, Distribution, System Requirements, and Implementation.



ERWin 3.5.2 Administration	The ERWin 3.5.2 test measures your knowledge of administering ERWin 3.5.2 databases. Designed for experienced administrators, this test covers the following topics: Model Management, Model Types, Modeling Objects, Data Model Notations, Exchange Formats, Schema Generation, and Reporting.
Fiber Optics	The Fiber Optics test measures your knowledge of concepts and practices of installing fiber optics. Designed for experienced telecom engineers, and network planners, this test covers the following topics: Fiber Optics Construction, Applications, Specifications, Connectors, and Hardware.
Financial Accounting (U.S.)	The Financial Accounting (U.S.) test measures your knowledge of American financial accounting rules and procedures. Designed for the experienced accounting professional, this test covers the following topics: A/R and A/P, Budgeting, Cost Accounting, GAAP, Journal Entries, Legal Issues, Payroll and Sales Tax, and Preparation of Financial Statements.
Financial Analysis (U.S.)	The Financial Analysis (U.S.) test measures your knowledge of financial analysis in the United States including the metrics used and the regulatory organizations involved. Designed for the experienced financial professional, this test covers the following topics: Analyzing Return, Analyzing Risk, Budgetary Control, Budgets, Cost of Capital, Financial Analysis, and Valuation Methods. Test-takers will need a financial calculator for this exam.
Financial Auditing (U.S.)	The Financial Auditing (U.S.) test measures your knowledge of American financial auditing rules and procedures. Designed for the experienced auditing professional, this test covers the following topics: Auditing Standards and Professional Conduct, Internal Control and Assessing Risk, Overview and Structure of Auditing, Substantive Tests and Audit Sampling, the Audit Process and Strategies.
Financial Industry Knowledge (U.S.)	The Financial Industry Knowledge (U.S.) test measures your knowledge of the financial industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Central Banking, Depository Institutions, Electronic Transactions, Financial Markets, Global Finance, Investment Banking, Laws and Regulations, Mortgage Banking, U.S. Financial System Overview, and Regulatory Environment.



Financial Management (U.S.)

The Financial Management (U.S.) test measures your knowledge of how companies manage their internal finances. This test covers the following topics: Capital Budgeting, Capital Structure, Financial Statements, Financing, Internal Reporting, Planning and Control, Market Concepts, Risk Concepts, and Valuation Concepts.

Fireworks 3

The Fireworks 3 test measures your knowledge of developing graphics for the web using Fireworks 3. Designed for experienced designers, this test covers the following topics: Animation, Behaviors, Buttons, Exporting Images, Fill and Stroke, Fireworks Design Environment, Integration with Dreamweaver and UltraDev, Production Techniques, Slices and Hotspots, Raster Drawing Tools, and Vector Drawing Tools.

Fireworks 4

The Fireworks 4 test measures your knowledge of developing graphics for the Web with Macromedia Fireworks. Designed for experienced designers, this test includes the following topics: Fireworks Design Environment, Raster Drawing Tools, Fill and Stroke, Exporting Images, Animation, Slices and Hotspots, Behaviors, Production Techniques, and Integration with Dreamweaver and UltraDev.

First Aid Core Knowledge

The First Aid Core Knowledge test measures your knowledge of basic physical assessment and wound/illness treatment. Designed for all health care professionals, this test covers the following topics: Allergic Reactions, Bites/Stings, Blood Borne Pathogens, Cardiac First Aid, Electrical Injury, Exposure To Cold, Exposure To Heat, Fever, Initial Assessment, Poisoning, Respiratory First Aid, Shock, Stroke, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Flash 4

The Flash 4 test measures your knowledge of developing graphics presentations using Flash 4. Designed for experienced developers, this test covers the following topics: Advanced Actions, Animation, Buttons, Drawing Tools, Movie Management, Objects, Publishing and Exporting, Sound, and Text.



Flash 5	The Flash 5 test measures your knowledge of developing graphics presentations using Flash 5. Designed for experienced developers, this test covers the following topics: Advanced Actions, Animation, Buttons, Movie Management, Objects, Publishing and Exporting, Sound, and Tools.
FORTRAN 77	The Formula Translator 77 test measures your knowledge of programming in FORTRAN 77. Designed for experienced programmers, this test covers the following topics: Data Structures, Decision Structures, Input-output, Looping Structures, Program Life Cycle, Subprograms, Variables, and Expressions.
Frame Relay	The Frame Relay test measures your knowledge of Frame Relay networking. Designed for experienced network professionals, this test covers the following topics: Frame Relay Architecture, Frame Relay Devices/Connections - Layer 1, Frame Relay Virtual Circuits, Traffic Management, Network Troubleshooting, Design, VOFR, Multiprotocol Over Frame Relay, and ATM Frame Relay.
Great Plains Accounting 9.x	The Great Plains Accounting 9.x test measures your knowledge of Great Plains Accounting 9.2. Designed for experienced users, this test covers the following topics: General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Job Cost, Order Entry, Inventory, and System Management.
Health Care Administration (U.S.)	The Health Care Administration test measures your knowledge of managing a health care facility. Designed for experienced administrative personnel, this test covers the following topics: Organizational Structuring and Positioning, Financial Management, Leadership, Interpersonal, and Communications Skills, Quantitative and Economic Analysis, Applied Legal and Ethical Analysis, U.S. Health Care Policy, Performance Measurement and Improvement, and Health Status of Populations and Managing Health Risks and Behaviors. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Health Care Industry Knowledge (U.S.)

The Health Care Industry Knowledge (U.S.) test measures your knowledge of the health care industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Accounting, Business Office Functions, Case Management, General Knowledge, HCFA, Health Information Management, JCAHO, Medical Staff Management, Organizational Structure, Risk, and Supply Management. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Health Care Risk Management (U.S.)

The Health Care Risk Management test measures your knowledge of managing a health care facility's risk. Designed for experienced risk managers, this test covers the following topics: Risk Identification, Roles and Responsibilities, Risk Reduction Strategies, Compliance, Ethics, Clinical Risk Management, Risk Analysis, Claims Management, Risk Financing, and Loss Control.

Home Health Care (U.S.)

The Home Health Care (U.S.) test measures your knowledge of home health care practices and issues. Designed for experienced RNs and LPNs, this test covers the following topics: General Concepts, Legal and Ethical Issues, Government Regulations, System Specific Assessment and Intervention, and Developmental Considerations. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

HomeSite 4.5

The HomeSite 4.5 test measures your knowledge of writing HTML and creating web pages using HomeSite 4.5. Designed for experienced developers, this test covers the following topics: Design Mode, Designing Web Pages, Editing, Fonts and Colors, Forms, Frames, Getting Started, Image Use, Linking Pages, Style Sheets, Tables, Tag Editor Dialogs, and Web Site Management.

Hospitality Industry Knowledge (U.S.)

The Hospitality Industry Knowledge (U.S.) test measures your knowledge of the food, beverage, and lodging industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Food and Beverage Operations, Lodging Services, Resort and Hotel Operations, Guest Amenities, Customer Service, Employee Development, and Legal Compliance Issues.



HTML 3.2	The Hypertext Markup Language 3.2 test measures your knowledge of coding web pages using HTML 3.2. Designed for experienced coders, this test covers the following topics: Browsers, Components, Forms, Images, Links, Structure, and Text.
HTML 4.0	The HyperText Markup Language 4.0 test measures your knowledge of coding web pages using HTML 4.0. Designed for experienced coders, this test covers the following topics: Browsers, Components, Forms, Frames, Images, Links, Structure, Style Sheets, and Text.
Human Resources Concepts (U.S.)	The Human Resources Concepts test measures your knowledge of the core areas of Human Resources. Designed for human resource professionals and experienced managers, this test covers the following topics: Recruiting, Compensation, Benefits, Job Analysis, Labor Relations, Managing Employees, Occupational Safety and Health, Training and Development, and Strategic HR.
ICD-9 and CPT Coding	The ICD-9 and CPT Coding test measures your knowledge within the content manuals of International Classification of Diseases and Current Procedural Terminology Coding. Designed for experienced medical office professionals, this test covers the following topics: Diagnostic Coding, ICD Basics, using the ICD-9-CM, Coding Process, E Codes, V Codes, Practice Coding, CPT Coding, Procedure Coding, Surgical Coding, Appendices, and Managed Care and Coding. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
ICQ 2000	The ICQ 2000 test measures your knowledge of ICQ 2000. Designed for experienced users, this test covers the following topics: Availability Modes, Communicating, Contact Lists, Efficiency Features, Externals and Plug-ins, Help, ICQ and the Web, Quick Shortcut Bar, Security, Setup, and Sound.
IMS 6.0	The IMS 6.0 test measures your knowledge of the IBM hierarchical database management system database. Designed for experienced database managers and system engineers, this test covers the following topics: Data Base Description, Loading/Inserting Segments, Sequential Retrieval, Random Retrieval, Deleting/Replacing Segments, DL/I Processing, and Command Codes.



Information Technology Terminology

The Information Technology Terminology test measures your knowledge of the terms associated within the IT industry. Designed for all IT professionals, this test covers the following topics: SCSI Terminology, Processor Terminology, Data Storage Terminology, PC Peripheral Terminology, Operating System Terminology, Application Terminology, Cable Terminology, Network Topology, Network Compliances, HTML Terminology, WWW Browser Terminology, Internet, Security, Computer History, and WWW History.

Informix 7.X Administration

The Informix 7.X Administration test measures your knowledge of administering Informix 7.X databases. Designed for experienced administrators, this test covers the following topics: Backup and Recovery, Configuration, Database Administration, Installation, Logging, Monitoring Activity, Performance Management, Resource Management, and Server Administration.

Internet Concepts

The Internet Concepts (U.S.) test measures your knowledge of the Internet's architecture, protocol, and tools. Designed for all Internet professionals, this test covers the following topics: Addressing, Application Protocols, Architecture, Cookies, Design, MIME, Streaming Media, TCP/IP, Web Languages, Web Servers, and the World Wide Web.

Internet Industry Knowledge

The Internet Industry Knowledge test measures your knowledge of the Internet industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Browsers, E-commerce, General Knowledge, Internet Access, Internet Companies, Legal, Marketing, and Search Engines.

Internet Research and Evaluation (U.S.)

The Internet Research and Evaluation test measures your ability to find and evaluate information on the Internet. Designed for all professionals, this test covers the following topics: Search Engines, Browsers, Business Information, Individuals, Government Data, Dictionaries, User Contributed, Search Service Bureaus, Map and Atlas, Genealogy, Libraries, Health and Medical, and Job Searching.

Internet Security

The Internet Security test measures your knowledge of secure operations over the Internet through various protocols. Designed for experienced network administrators, this test covers the following topics: Communications, Disaster Recovery, Electronic Mail, Encryption, Firewalls, Identifications and Authentication, Internet Servers, Malicious Programs, Threats, and World Wide Web.



Internet Technology Fundamentals

The Internet Technology Fundamentals test measures your knowledge of essential key concepts of the Internet, Extranet, and Intranet. Designed for all technical professionals, this test covers the following topics: Client Description/Configuration, E-Commerce Technology, Fundamental Concepts, Internet Terminology/Standards, Networking and Infrastructure, Programming and Development, Security Issues and SSL, Server Configuration/Technologies, and Troubleshooting.

Interpersonal Communications

The Interpersonal Communications test measures your knowledge of how to employ effective verbal and non-verbal communication to send your message and manage conflicts. Designed for all professionals, this test covers the following topics: Communication and Perception, Group Communication and Team Work, Intercultural Communication, Interpersonal Communication, Interviewing and Communication, Intrapersonal Communication, Listening, Nonverbal Communication, Technology in Communication, Verbal Communication, and Language.

Investment Concepts

The Investment Concepts test measures your knowledge of personal investment. Designed for both investment advisors and individual investors, this test covers the following topics: Annuities, Basics, Bonds, Mutual Funds, Options, Organization of Funds, Retirement, and Stocks.

IP Routing & Switching

The IP Routing and Switching test measures your knowledge of the protocols and concepts used by routers switches employing Internet protocol. Designed for experienced WAN engineers, this test covers the following topics: Advanced Routing Topics, General Knowledge, IP Addressing, IP Multicast, IP Routing Protocols, and Layer 2 Switching.

ISDN (North America/Japan)

The ISDN test measures your knowledge of the integrated services digital network telecommunications standard. Designed for experienced network professionals, this test covers the following topics: General Knowledge, ISDN Layers, ISDN Service, ISDN Setup, and Troubleshooting.

Java - EJB

The Java - Enterprise Java Beans (EJB) test measures your knowledge of programming using Enterprise Java Beans. Designed for experienced programmers, this test covers the following topics: Architecture, Deployment, Design, Development, Entity Beans, Isolation, Session Beans, and Transactions.



Java 1	The Java 1 test measures your knowledge of Java 1.1 programming. Designed for experienced programmers, this test covers the following topics: Applets, Database Programming, Exceptions, Fundamentals, Graphics Programming, Internationalization, Java Beans, Networking, Programming, Security, Standard Packages, and Threads.
Java 2	
Java 2 - GUI	The Our Java 2 - GUI test measures your knowledge of developing Graphical User Interfaces using Java 2. Designed for experienced programmers, this test covers the following topics: Event Handling, Graphics, Images, and Layout Manager.
Java 2 - Non-GUI	The Java 2-non-GUI test measures your knowledge of developing back end applications using Java 2. Designed for experienced programmers, this test covers the following topics: Fundamentals, Internationalization, Native Methods, Networking, Object Orientation, Object Persistence, Optimizing Code, Security Application, and Threads.
Java Server Pages (JSP 1.1)	The Java Server Pages (JSP 1.1) test measures your knowledge of programming JSPs. Designed for experienced web programmers and designers, this test covers the following topics: Fundamentals, Application Delivery, JSP 1.1, Scripting, and Servlet API 2.2.
JavaScript	The JavaScript 1.2 test measures your knowledge of programming using JavaScript. Designed for experienced programmers, this test covers the following topics: Components, Controlling Windows, Documents, Events and Event Handlers, Functions, Integration with Other Technologies, Literals, LiveWire, LiveConnect, Live Audio, Objects, Operators, Security, Statements, Variables, Working with Forms, and Working with Frames.
JCL	The Job Control Language test measures your knowledge of programming using JCL. Designed for experienced programmers, this test covers the following topics: Basic Formatting, Coding, Input/Output, JES2/JES3 control statements, Non-Virtual Storage Access Method (VSAM) data management, Parameters, Procedures, Statements, Troubleshooting, Utilities, and VSAM data management.



LAN/WAN Communications

The Local Area Network/Wide Area Network Communications test measures your knowledge of LAN/WAN protocols and architecture. Designed for experienced network administrators, this test covers the following topics: AppleTalk, Bandwidth Management, Bridging vs. Routing, IP Addressing, IPX Addressing, OSI Model, Routing Protocols, Troubleshooting, WAN Types and Topologies.

Legal Issues for Employees (U.S.)

The Legal Issues for Employees (U.S.) test measures your knowledge of legal issues faced by employees. Designed for employees, this test covers the following topics: Benefit Programs, Compensation, Consumer Protection, Employee Rights, Health, Safety and Security, Individual Employee Issues, and Management/Labor Relations. HR Personnel and Management are encouraged to complete our Legal Issues for HR and Management (U.S.) test.

Legal Issues for HR and Management (U.S.)

The Legal Issues for HR and Management (U.S.) test measures your knowledge of legal issues faced by employers. Designed for both human resource professionals and managers, this test covers the following topics: EEOC, FLSA, ADA, Safety and Compensation Benefits, and Labor Unions. Employees are encouraged to complete our Legal Issues for Employees (U.S.) test.

Legal Secretarial Skills (U.S.)

The Legal Secretarial Skills (U.S.) test measures your ability as a legal secretary. Designed for experienced legal secretaries, this test covers the following topics: The Legal System and Court Structure, Law Office Structure and Staffing, Ethics and Malpractice, Billing and Timekeeping, Law Office Accounting and Client Funds, File and Library Management, Client Management and Communication, Legal Writing and Terminology, Docket Control, and Law Office Information Systems.

Linux Administration (General)

The Linux Administration (General) test measures your knowledge of the key issues and concepts of administering in a Linux environment. This is our core Linux Administration test and is focused on the general aspects of Linux that span all Linux variations. Designed for experienced administrators, this test covers the following topics: Configuration and Administration, General Issues, Installation, Kernel Configuration and Installation, Networking, Programming Issues, Security, System Administration and Security, and Transitioning from Windows.



Linux Administration (Red Hat)	The Linux Administration (Red Hat) test measures your knowledge of the Red Hat implementation of Linux. This test covers general Linux questions; we recommend individuals seeking to certify their core Linux skills complete our Linux Administration (General) test. Designed for experienced administrators, this test covers the following topics: Administration, Desktop Environment, General Issues, Installation, Networking, and Security.
Linux Administration (SuSE)	The Linux Administration (SuSE) test measures your knowledge of the SuSE implementation of Linux. This test covers general Linux questions; we recommend individuals seeking to certify their core Linux skills complete our Linux Administration (General) test. Designed for experienced administrators, this test covers the following topics: Administration, Installation/Configuration, and Security.
Linux Programming (General)	The Linux Programming (General) test measures your knowledge of programming in a Linux environment. Designed for experienced programmers, this test covers the following topics: AutoConf/AutoMake, Makefiles, C Programming, C++, Debugging Programs, Linux Programming Concepts, Platform Independence, Revision Control, RPC/CORBA, and X Programming.
Listening Skills	The Listening Skills test measures your retention and listening skills. Designed for all professionals, this test requires that you to listen to passages and then answer questions related to what was said.
Lotus 1-2-3 9.5	The Lotus 1-2-3 9.5 test measures your knowledge of Lotus 1-2-3 9.5. Designed for experienced users, this test covers the following topics: Cells, Data Manipulation, Files, General Knowledge, Graphics, Macros/Scripts, Menu, Printing, SmartIcons, and Worksheet Functions.
Lotus Domino R5 Programming	The Lotus Domino R5 Programming test measures your knowledge of programming in a Lotus Domino R5 environment. Designed for experienced programmers, this test covers the following topics: Application Planning, Basic Web Design, Core Concepts, Data Access, Database, Design Elements, Expressions, Formulas, Security/Database, Security/Programmed, and Workflow Design.



Lotus Freelance Graphics 9.5	The Lotus Freelance Graphics 9.5 test measures your knowledge of Lotus Freelance Graphics 9.5. Designed for experienced users, this test covers the following topics: Basics, Charting, Creating a Presentation, Enhancements, Graphics, Objects, Printing, SmartMasters, Symbols/Pictures, Tables, and Text.
Lotus Notes 4.0 Administration	The Lotus Notes 4.0 Administration test measures your knowledge of administering a Lotus Notes 4.0 installation. Designed for experienced network administrators, this test covers the following topics: Calendar and Scheduling, Disaster Planning, Domino Server, E-mail, General Usage, Information Tracking, Infrastructure Design and Planning, Installation and Setup, Multiple Domains, Name and Address Book, Networking Technologies, Notes Infrastructure, Notes Rollout, Notes Security, Notes Server Administration, Notes.INI, and Web Navigator.
Lotus Notes 4.0 Programming	The Lotus Notes 4.0 Programming test measures your knowledge of programming using Lotus Notes 4.0. Designed for experienced programmers, this test covers the following topics: Agents, Designs, Forms, General, LotusScript, Securing Applications, Troubleshooting, Troubleshooting Views, and Web.
Lotus Word Pro 9.5	The Lotus Word Pro 9.5 test measures your knowledge of Lotus Word Pro 9.5. Designed for experienced users, this test covers the following topics: Complex Documents, Creating and Formatting Documents, Document Automation, Document Structure and Navigation, Editing Aids, File Maintenance, Graphics, Merging, Printing, Tables/Columns/Frames, Team Features, and Use Interface.
LotusScript R5 Programming	The LotusScript R5 Programming test measures your knowledge of programming LotusScript. Designed for experienced programmers, this test covers the following topics: Agents, Classes New to R5 or R4.6, Data Structures, Domino Object Model, Error Handling, Expressions and Operators, Interacting with the User, Procedures, Program Flow Control, Reaching Beyond Notes, User-Defined Data Types and Classes, Working with Databases, and Working with Documents.
Macintosh Networking	The Macintosh Networking Test measures your knowledge of administering a Macintosh-based local area network. Designed for experienced network administrators, this test covers the following topics: General Networking, AppleTalk, AppleShare, Apple Remote Access, Local Talk, TCP-IP, and WAN Technologies.



Macintosh OS8 Navigation	The Macintosh OS 8.6 Navigation test measures your knowledge of Macintosh's OS 8.6 operating system. Designed for experienced users and administrators, this test covers the following topics: Application Programs, Control Panels, Desktop, Disks, Finder, Manipulating Text, Manipulating Windows, Mouse, Networking, Printing, System Folder, and Troubleshooting.
Macromedia Director 7	The Macromedia Director 7 test measures your knowledge of the Macromedia Director software. Designed for experienced users, this test covers the following topics: Casts, Digital Video and Interactive Media, Graphics and Text, Interactivity, Lingo, Optimizing and Outputting Movies, Scores, Sound, and Stages.
Macromedia Director 8	The Macromedia Director 8 test measures your knowledge of Macromedia's Director software. Designed for experienced users, this test includes the following topics: Cast, Digital Video & Interactive Media, Graphics & Text, Interactivity, Lingo, Optimizing and Outputting Movies, Score, Sound, and Stage.
Macromedia FreeHand 9	The Macromedia FreeHand 9.0 test measures your knowledge of the features and new features of this vector-drawing tool. Designed for experienced designers, this test covers the following topics: Document Windows, Organization, Drawing, Perspective, Modifying Shape and Position, Modifying Objects and Attributes, Color, Strokes and Fills, Symbols and Instances, Layers, Text, Templates, Xtras, Printing, and working with other applications.
Managing People (U.S.)	The Managing People (U.S.) test measures your knowledge of managing and leading people in the workplace. Designed for experienced managers, this test covers the following topics: Leadership Skills, Organizational Strategy, Motivation, Communicating, and Administrative Skills.
Manufacturing Industry Knowledge	The Manufacturing Industry Knowledge test measures your knowledge of the manufacturing industry within the United States of America. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Computer-Aided Manufacturing, Facilities Planning, First-line Supervision, Fundamentals of Manufacturing Processes, Industrial Safety, Maintenance, Production and Inventory Control, Purchasing, and Quality Assurance.

**Market Research**

The Market Research Test measures your knowledge of designing and conducting market research studies. Designed for experienced market researchers, this test covers the following topics: Primary Research, Secondary Research, Study Design, Questionnaire, Interviewing, Sampling, and Analysis.

**Math Fundamentals**

The Math Fundamentals (U.S.) test measures your knowledge of the core areas of mathematics that are important in everyday life. Designed for everyone, this test covers the following topics: Arithmetic Computations, Basic Geometry, Decimals, Fractions, Percentages, Problem Solving with Arithmetic, Ratio and Proportion, Statistics and Graphs.

**Medical Billing**

The Medical Billing (U.S.) test measures your knowledge of medical billing procedures and regulations under the various health plans popular in the United States. Designed for experienced hospital administrators, this test covers the following topics: Electronic Claims, Managed Care, Medicaid and Medicare. Additionally, this test covers areas in Medical Terminology, Blue Cross/Blue Shield, and CHAMPUS. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Medical Office Skills (U.S.)**

The Medical Office Skills (U.S.) test measures your knowledge of the office skills involved in medical offices. Designed for office personnel, this test covers the following topics: General Knowledge, Operations, Facility Maintenance/Safety, Patient Charts/Medical Records, Collections, Billing, Insurance Coverage, Biomedical Waste, Medical Terminology, Employee Relations, and Ethics. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Medical Terminology**

The Medical Terminology test measures your knowledge of common medical terms, prefixes, and suffixes being used today. Designed for all health care professionals, this test covers the following topics: Anatomical Mapping, Cardiovascular System, Digestive System, Endocrine System, Lymphatic System, Maternal/Child Health, Musculoskeletal System, Nervous System, Reproductive System, Respiratory System, Specific Field-related Terms, Urinary System, Word Parts, and Structure. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**MPEG Concepts**

The Moving Picture Experts Group (MPEG) Concepts test measures your knowledge of creating and working with MPEG. This test covers mostly MPEG-1 thru MPEG-4 and the concepts of each standard. Designed for anyone involved with MPEG, this test covers the following topics: Codecs, Compression, Bandwidth, Human Vision, and Media Formats.

**MS Access 2000 Fundamentals**

The MS Access 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Access 2000 Programming test. Our MS Access 2000 Fundamentals test covers the following topics: Access and Office 2000, Data Entry, Database Concepts, Database Objects, Internet and Intranet Use, Optimization and Troubleshooting, and Planning a Database.

**MS Access 2000 Programming**

The MS Access 2000 Programming test measures your knowledge of database development using MS Access 2000. Designed for experienced programmers, this test covers the following topics: Client-server Development, Data Manipulation, Design Concepts, Internet Development, Multi-user Issues, User Interface, and VBA.

**MS Access 97 Programming**

The MS Access 97 Programming test measures your knowledge of database development using MS Access 97. Designed for experienced programmers, this test covers the following topics: Controls, Database Design, Deployment, Emerging Technology, Forms, Macros, Multi-user Applications, Queries, Replication, Reports, Tables, VBA.



MS Excel 2000	The MS Excel 2000 test measures your knowledge of MS Excel 2000. Designed for experienced users, this test covers the following topics: Cells, Charts, Data, Formulas, Interface, Objects, Print Setup, Ranges, VBA, and Worksheets.
MS Excel 2000 Fundamentals	The MS Excel 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used every day by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Excel 2000 test. Our MS Excel 2000 Fundamentals test covers the following topics: Data Manipulation, Formulas, Interface, and Tools.
MS Excel 97	The MS Excel 97 test measures your knowledge of MS Excel 97. Designed for experienced users, this test covers the following topics: Cells, Charting, Data, Formulas, Interface, Menu, Printing, Workbooks, and Worksheets.
MS Excel 97 Fundamentals	The MS Excel 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Excel 97 test. Our MS Excel 97 Fundamentals test covers the following topics: Cells, Data/Charts, Menu, Multiple Sheets, Presentation and Appearance, Printing, Ranges, and VBA (Macros).
MS Exchange Server 5.5 Administration	The MS Exchange Server 5.5 Administration test measures your ability to administer Microsoft's Exchange 5.5 groupware software. Designed for experienced network administrators, this test covers the following topics: Configuring and Managing Resource Access, Installation and Configuration, Monitoring and Optimization, Planning, Server Administration, and Troubleshooting.



MS Front Page 2000

The MS Front Page 2000 test measures your knowledge of developing web sites using Microsoft's Front Page 2000. Designed for experienced developers, this test covers the following topics: Building Tables, Creating and Managing Webs, Creating Forms, Creating Web Pages, FP Client Compatibility, Front Page Components, General Knowledge, Installation, Media, Publishing Web Sites, Setting Up Frames, Site Analysis, Design, Maintenance, Web Servers, Server Management and Server Extensions, Web Technologies, Working with Templates, Wizards, and Tasks.

MS Internet Explorer 4.0 Administration

The MS Internet Explorer 4.0 Administration test measures your knowledge of MS Internet Explorer 4.0 administration. Designed for experienced users and system administrators, this test covers the following topics: Active Desktop, Components, Configuration, DNS, HTML Layer, Installation

MS Internet Explorer 4.0 Administration (cont.)

Options, Internet Explorer Administration Kit, Internet Services, IP Configuration Issues, NetMeeting, OSI Model, Requirements, Security, TCP/IP Addressing, and Troubleshooting.

MS Internet Explorer 4.0 Fundamentals

The MS Internet Explorer 4.0 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Internet Explorer 4.0 Administration test. Our MS Internet Explorer 4.0 Fundamentals test covers the following topics: Advanced Features, Application Integration, Browsing the Web, Component Applications, Customizing the Browser, Explorer 4 General, Printing and Saving pages, and Security Features.

MS Internet Explorer 5.5 Fundamentals

The MS Internet Explorer 5.5 Fundamentals test measures your knowledge of the skills necessary to proficiently use MS Internet Explorer at a user level. Focused on the topics used every day by most professionals, this test covers the following topics: Browsing the web, Customizing Toolbars, Fonts and Backgrounds, General Features and Key Components, New and Security Features.



MS Internet Information Server 4.0 Administration

The MS Internet Information Server 4.0 Administration test measures your knowledge of the process to administer Microsoft's Internet Information Server. Designed for experienced Web Administrators, this test focuses on the specifics of the MS Internet Information Server rather than broader concepts covered in the Web Server Administration test. This test covers the following topics: Configuration/Management of Resource Access, Installation/Configuration of IIS 4.0, Integration/Interoperability, Monitoring/Optimization, Planning, Running Applications, and Troubleshooting.

MS Outlook 2000 Fundamentals

The MS Outlook 2000 Fundamentals test is part of our fundamentals line of business applications tests. This test demonstrates that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. This test covers the following topics: Address Books, Advanced Topics, File Functions, Folder Usage, Folder Views, Outlook-Overall, Outlook Profiles, and Troubleshooting.

MS Outlook Express 5.0 Fundamentals

The MS Outlook Express 5.0 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. This test covers the following topics: Address Book, Configuring OE, General Knowledge, Maintenance, Newsgroups, Organizing Mail, Reading Mail, Sending Mail, Troubleshooting, and Working Offline.

MS PowerPoint 2000

The MS PowerPoint 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 2000 test. Our MS PowerPoint 2000 Fundamentals test covers the following topics: Charting, Editing, Setup and Preparation, Slide Creation, and Slide Show Effects.



MS PowerPoint 2000  
Fundamentals

The MS PowerPoint 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 2000 test. Our MS PowerPoint 2000 Fundamentals test covers the following topics: Charting, Editing, Setup and Preparation, Slide Creation, and Slide Show Effects.

MS PowerPoint 97

The MS PowerPoint 97 test measures your knowledge of MS PowerPoint 97. Designed for experienced users, this test covers the following topics: Charting, Distribution of Shows, Editing Text, Printing, Setup, Setup and Preparation, Slide Creation Graphics, Slide Creation Tables, and Slide Show Effects.

MS PowerPoint 97  
Fundamentals

The MS PowerPoint 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 97 test. Our MS PowerPoint 97 Fundamentals test covers the following topics:

Delivering Presentations, Integration Techniques, Integration with Other Software, Presentation Effects, Printing, Publishing Presentations, Setup and Preparation, and Slide Creation-Animated graph.

MS Project 2000

The MS Project 2000 test measures your knowledge of MS Project 2000. Designed for experienced users, this test covers the following topics: Budgeting, Data Exchange, General MS Project Knowledge, General Project Management Knowledge, Programming/Customization, Project Central, Resource Allocation, Scheduling, Tracking Progress, and Workgroups.

MS Proxy Server 2.0  
Administration

The MS Proxy Server 2.0 Administration test measures your ability to administer a server running Microsoft's Proxy Server 2.0. Designed for experienced network administrators, this test covers the following topics: Client Configurations, Network Security, and Proxy Components/Installations/Monitoring.



MS Publisher 2000

The MS Publisher 2000 test measures your knowledge of MS Publisher 2000. Designed for experienced users, this test covers the following topics: Basics, Forms and Tables, Mail Merge, Objects, Office Integration, Page Layout, Printing, Producing Publications, Publisher Help, Templates, Troubleshooting, and Web Publications.

MS Site Server 3.0  
Administration

The MS Site Server 3.0 Administration test measures your ability to manage your intranet using Microsoft Site Server 3.0. Designed for experienced Network Administrators, this test covers the following topics: Ad Server, Administration, Commerce Server, Content, Logging, SQL, and Database.

MS SQL Server 6.5  
Administration

The MS SQL Server 6.5 Administration test measures your knowledge of administering Structured Query Language Server 6.5 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup/Restore, BCP, Constraints, Defaults, Indexes, Locking, Monitoring, Objects, Optimizer, Performance, Rules, Security Administration, Storage Structures, Stored Procedures, System Configuration, Transact SQL, Transactions, Triggers, and Views.

MS SQL Server 6.5  
Programming

The MS SQL Server 6.5 Programming test measures your knowledge of database development using Structured Query Language Server 6.5. Designed for experienced programmers, this test covers the following topics: Architecture, Constraints, Cursors, Defaults, Indexes, Locking, Objects, Optimizer, Performance, Referential Integrity, Rules, Storage Structures, Stored Procedures, Transact SQL, Transactions, Triggers, and Views.

MS SQL Server 7  
Administration

The MS SQL Server 7 Administration test measures your knowledge of administering Structured Query Language Server 7 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Automating Tasks, Backup and Restore, Backup/Restore, BCP, Constraints, Databases, Defaults, Distributed Data, Indexes, Installation, Locking, Monitoring, Objects, Optimizer, Performance, Replication, Rules, Security, Security Administration, Storage Structures, Stored Procedures, System Configuration, Transact SQL, Transactions, Triggers, and Views.



MS SQL Server 7 Programming	The MS SQL Server 7 Programming test measures your knowledge of database development using Structured Query Language Server 7. Designed for experienced programmers, this test covers the following topics: Architecture, Constraints, Cursors, Databases, Defaults, Distributed Data, Indexes, Locking, Optimizer, Performance, Queries, Referential Integrity, Rules, Storage Structures, Stored Procedures, Tables, Transact SQL, Transactions, Triggers, and Views.
MS Systems Mgmt. Server 2.0 Administration	The MS Systems Mgmt. Server 2.0 Administration test measures your ability to administer a server running Microsoft's Systems Management Server 2.0. Designed for experienced network administrators, this test covers the following topics: Basics, Client Configuration, Distributing Software, Infrastructure, Installation and Configuration, Integration and Interoperability, Monitoring and Optimizing, Planning, and Troubleshooting.
MS Visual InterDev 6.0	The Visual InterDev 6.0 test measures your knowledge of web page development using Visual InterDev 6.0. Designed for experienced web developers, this test covers the following topics: ADO, ASP, COM, Database, Debugging, Deployment, Design Time Controls, Files Types, HTML, IDE, Installation, Source Control, VBScript/Jscript, Web Server, and Wizards.
MS Windows 2000	The MS Windows 2000 test measures your knowledge of Microsoft's Windows 2000 Operating System. Designed for experienced power users, this test covers the following topics: Windows 2000 Architecture, Configuring Windows 2000, Troubleshooting, Networking, Utilities, Security, Printers, and Multimedia.
MS Windows 2000 Desktop Administration	The MS Windows 2000 Desktop Administration test measures your ability to administer a desktop computer running Microsoft Windows 2000. Designed for experienced network administrators, this test covers the following topics: Administration, Control Panel, Desktop, File Systems, General Knowledge, Internet, Networking, Printers, Security, and Troubleshooting.
MS Windows 2000 Fundamentals	The MS Windows 2000 Fundamentals test measures your knowledge of using a personal computer running the Microsoft Windows 2000 operating system. Designed for all computer users, this test covers the following topics: Desktop, Explorer, Networking, Registry, Basic Troubleshooting, Printing, and Multimedia.



MS Windows 2000 Migration	The MS Windows 2000 Migration test measures your ability to migrate a network to Microsoft Windows 2000 from previous versions of Microsoft Windows. Designed for experienced network administrators, this test covers the following topics: Concepts-95/98 to 2000, Concepts-NT to 2000, Implementing-NT to 2000, Installation-95/98 to 2000, Installation-NT to 2000, Migration-NT to 2000, Planning-95/98 to 2000, Planning-NT to 2000, and Troubleshooting-NT to 2000.
MS Windows 2000 Server Administration	The MS Windows 2000 Server Administration test measures your ability to administer a server running Microsoft's Windows 2000 operating system. Designed for experienced network administrators, this test covers the following topics: Administration, Concepts, Configuration, Design and Planning, Installation, Migration, Monitoring and Maintenance, and Troubleshooting.
MS Windows 95 Administration	The MS Windows 95 Administration test measures your ability to administer a computer running Microsoft's Windows 95 operating system. Designed for experienced network administrators, this test covers the following topics: Applications in Win95, Configuring Win95, General Knowledge, Multimedia, Networking, Printers, Registry, System Administration, Troubleshooting, Utilities, and Win95 Architecture.
MS Windows 95 Navigation	The MS Windows 95 test measures your knowledge of Microsoft's Windows 95 Operating System. Designed for experienced users, this test covers the following topics: Control Panel, Customizing the Desktop, General Knowledge, Managing Files and Folders, Printing, Taskbar and Start Menu, and Win95 Utilities/Troubleshooting.
MS Windows 98 Administration	The MS Windows 98 Administration test measures your ability to administer a computer running Microsoft's Windows 98 operating system. Designed for experienced network administrators, this test covers the following topics: Applications in Win98, Configuring Win98, General Knowledge, Multimedia, Networking, Printers, Registry, System Administration, Troubleshooting, Utilities, and Win98 Architecture.
MS Windows 98 Navigation	The MS Windows 98 test measures your knowledge of Microsoft's Windows 98 Operating System. Designed for experienced users, this test covers the following topics: Control Panel, Customizing the Desktop, General Knowledge, Managing Files and Folders, Printing, Taskbar and Start Menu, Win95 Utilities/Troubleshooting, and Win98 Utilities/Troubleshooting.



MS Windows Me Administration	The MS Windows Me (Millennium Edition) Administration certification measures your ability to administer a desktop computer running Microsoft Windows Millennium. Designed for experienced network administrators, this test covers the following topics: Configuring Me, Networking, System Administration, Multimedia, Windows Me Architecture, Troubleshooting, and Registry.
MS Windows NT 4.0 Administration	The MS Windows NT 4.0 Administration test measures your ability to administer a server running in the Microsoft Windows NT 4.0 operating system. Designed for experienced network administrators, this test covers the following topics: Account Administration, Architecture, Boot Process, Directory Replication, Directory Services, Group Administration, Installation, Licensing, Network Services, NT Administration Tools, Permissions, Registry, System Policies, TCP/IP, and User Profiles.
MS Windows NT 4.0 Workstation Administration	The MS Windows NT 4.0 Workstation Administration test measures your ability to administer a workstation running in the Microsoft Windows NT 4.0 operating system. Designed for experienced network administrators, this test covers the following topics: Applications in Windows NT, Architecture, General Knowledge, Networking, Printers, Registry, System Admin, System Recovery, Troubleshooting, and Windows NT Security.
MS Word 2000	The MS Word 2000 test measures your knowledge of MS Word 2000. Designed for experienced users, this test covers the following topics: Advanced Features, Formatting, Revising and Printing, Shortcuts, and Word General Knowledge.
MS Word 2000 Fundamentals	The MS Word 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Word 2000 test. Our MS Word 2000 Fundamentals test covers the following topics: Columns, Editing, Printing, Formatting, Forms, Graphics, Set Up, Miscellaneous, Tables, and General Knowledge.
MS Word 97	The MS Word 97 test measures your knowledge of MS Word 97. Designed for experienced users, this test covers the following topics: Editing, File Management, Format, Macros, Miscellaneous, Tables, Tools, and User Interface.



MS Word 97 Fundamentals

The MS Word 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Word 97 test. Our MS Word 97 Fundamentals test covers the following topics: Columns, Editing, File Management, Formatting, Forms, Graphics, Large Documents, Miscellaneous, Tables, and User Interface.

Multiple Virtual Storage (MVS)

The Multiple Virtual Storage (MVS) test measures your knowledge of programming in an IBM Multiple Virtual Storage environment. Designed for experienced programmers and administrators, this test covers the following topics: System Abends, Job Control Language, Data Structures, Data Management, and TSO.

MUMPS

The Massachusetts General Hospital Utility Multiprogramming System test measures your knowledge of programming in MUMPS. Designed for experienced programmers, this test covers the following topics: Data Structures, Error Processing, M System Model, Routines, and User Interface.

Natural

The Natural 2.3.1 test measures your knowledge of programming in Natural. Designed for experienced programmers, this test covers the following topics: Break Processing, Calls, Conditional Processing, Copycode, Database Access, Define Data, Inputting Data, Mathematical Operations, Natural Fundamentals, Non-database File Access, Outputting Data, String Operations, and Subroutines.

Negotiation Strategy

The Negotiation Strategy test measures your knowledge of win-win negotiating. The exam and principles are based on the book ?Getting to Yes: Negotiating Agreement Without Giving In? by Roger Fisher, William Ury and Bruce Patton, second edition. Designed for all types of negotiators, this test includes the following topics: BATNA, Communications, Dealing With People, Durable Agreements, Interests vs Positions, Inventing Options For Mutual Gain, Positional Bargaining vs. Principled Negotiation, Strategy & Tactics, and Use Of Objective Criteria.

**Neonatology Nursing**

The Neonatology Nursing (U.S.) test measures your knowledge of neonatology procedures, diseases, and care. Designed for all health care professionals dealing with neonatology, this test covers the following topics: Cardiac Disorders, Delivery Room Care, GI Conditions, Hematologic Conditions, Infectious Disease, Neurological Conditions, Respiratory Disorders, and Special Procedures. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Netscape 4.72 Fundamentals**

The Netscape 4.72 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. This test covers the following topics: Address Books, AIM, Bookmarks, Browser, Composer, JAVA, Mail Servers, Messenger, Newsgroups, Radio, and Security.

**Network Monitoring**

The Network Monitoring test measures your knowledge of the core aspects of monitoring and troubleshooting networks. Designed for experienced network administrators, this test covers the following topics: Architecture and Terminology, SNMP Background Components and Commands, RMON Background Components and Commands, other Monitoring and Troubleshooting Tools, System Design and Implementation, and using SNMP and RMON Tools.

**Network Security**

The Network Security test measures your knowledge of the technical issues involved in maintaining network security. Designed for experienced network administrators, this test covers the following topics: General Knowledge, Communications, Firewalls and Gateways, Intruder Management, and Intrusion Detection.

**Network Technical Support**

The Network Technical Support test measures your knowledge of setup, configuration and maintenance of a local area network. Designed for technicians with hands on-experience, this test covers the following topics: Configuration, Network Basics, and Troubleshooting.



Networking Concepts

The Networking Concepts test measures your knowledge of the core aspects of local area networks whether Windows NT or Novell. Designed for experienced network administrators, this test covers the following topics: Administration, Design, LAN Topologies, Network Cards, Network Devices, Network Management, Network OS, Network Standards, OSI Model, Protocol Stacks, Resource Sharing, TCP/IP, Transport Protocols, Troubleshooting, and WAN Topologies.

Non Profits Industry Knowledge

The Non Profits Industry Knowledge test measures your knowledge of the non-profits industry. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Associations, Communications, Development, Finance, Human Resources, Organization, Professional Development, Program, Regulation, Staffing, and Volunteers.

Novell GroupWise 5.5 Administration

The Novell GroupWise 5.5 Administration test measures your ability to administer Novell's GroupWise 5.5 groupware software. Designed for experienced network administrators, this test covers the following topics: Document Management, GroupWise Client, GroupWise Structure, Net Access and Connectivity, Preparation, Server Installation and Configuration, Systems Maintenance, and User Administration.

Novell NetWare 4.11 Administration

The Novell NetWare 4.11 Administration test measures your ability to administer a network running Novell's NetWare 4.11 network operating system. Designed for experienced network administrators, this test covers the following topics: Backup Services, Client Support, Directory Services, File System, FTP Server, Gateway, Installation, Integrating NetWare 3.x Into a 4.11 Environment, Login, Partitions and Replicas, Printing, Security, Server Management, Time Synchronization, Upgrading NetWare 3.x to NetWare 4.14, Utilities, and Web Server V2.51.

Novell NetWare 5.0 Administration

The Novell NetWare 5.0 Administration test measures your ability to administer a network running Novell's NetWare 5.0 network operating system. Designed for experienced network administrators, this test covers the following topics: Backup Services, Client Support, ConsoleOne, Directory Services, File System, FTP Server, Gateway, GUI Support, Installation, Login, Migrating to NetWare 5, Netscape FastTrack Server, NLS, Partitions and Replicas, Printing, Security, Server Management, TCP/IP, Time Synchronization, Utilities, and ZEN Works.

**Nursing Assistance**

The Nursing Assistance test measures your knowledge of the core skills required of nursing assistants. Designed for all health care support professionals, this test covers the following topics: Basic Emergency Care, Basic Human Needs and Communication, Body Systems, Body Systems Disorders, Infection and Infection Control, Mental Health, Nutrition, Patient Care and Comfort, Role and Responsibility, and Vital Signs. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Nutritional Analysis**

The Nutritional Analysis test measures your knowledge of nutrients and the dietary requirements of people in various states of health and/or illness. Designed for health and wellness professionals dealing with an emphasis in nutrition, this test covers the following topics: Diet Therapy, Food and Food Products-I, Food and Food Products-II, Food Chemistry, Food in Relation to Disease, Food Preservation and Processing, Food Quality, Microorganisms Important in Food Microbiology, Nutritional Biochemistry, and Nutrition in the Life-cycle. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Office Management (U.S.)**

The Office Management (U.S.) test measures your ability to manage a business office. Designed for experienced professionals, this test covers the following topics: Interpersonal Communication, Administration, Organization, Clerical, Technology, Human Resources, Finance, Training and Development, and Facility Management.

**Office Procedures (U.S.)**

The Office Procedures test measures your knowledge of typical administrative and support activities performed in offices today. Designed for all support and administrative professionals, this test covers the following topics: Correspondence, Customer Service, Filing, Organization, Scheduling, and Telephone Techniques.

**On-Line Analytical Processing (OLAP)**

The OnLine Analytical Processing (OLAP) test measures your knowledge of OLAP. Designed for experienced programmers, this test covers the following topics: Calculations, Data Modeling, Database Design, Dimensions, Hierarchies, Member, Optimization, Relational, and Basic Knowledge.



OO Concepts	The OO Concepts test measures your knowledge of the most important aspects of object-oriented programming. Designed for both programmers and administrators, this test covers the following topics: Architectures, Classes, Construction Techniques, CORBA, Languages, Metrics, Objects, OO Design, OO Modeling, OO Patterns, OO Practices, OO User Interfaces, Persistence, Wrapping.
OO Design Patterns	The OO Design Patterns test measures your knowledge of working with and employing design patterns. Designed for experienced object oriented programmers, this test covers the following topics: GoF Patterns, Architectural Patterns, Language Specific Patterns, Persistence Patterns, and Distributed Patterns.
OpenVMS	The Open Virtual Memory System test measures your ability to administer a computer running the OpenVMS operating system. Designed for experienced network administrators, this test covers the following topics: Backup, Managing Peripherals, Managing Storage Devices, Managing Storage Media, Managing User Accounts, Networking, OpenVMS Management, OpenVMS OS Customization, OpenVMS Startup/Shutdown, OpenVMS Upgrade/Installation, Queue Management, Security, and using Files/Directories.
Operations Concepts	The Operations Concepts test measures your knowledge of the core areas of operations from procurement to manufacturing to distribution. Designed for all professionals, this test covers the following topics: Personnel, Production, Sales, Analysis, and Asset Flow.
Oracle 7.0 Administration	The Oracle 7.0 Administration test measures your knowledge of administering Oracle 7.0 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup and Recovery, DBA Basics, Introduction to PL/SQL, and Tuning.
Oracle 8.0 Administration	The Oracle 8.0 Administration test measures your knowledge of administering Oracle 8.0 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup and Recovery, DBA, DBA Basics, Introduction to PL/SQL, Net8, Oracle 8.0, RDBMS, Tuning, and Win95 Utilities/Troubleshooting.



Oracle 8i Administration	The Oracle 8i Administration test measures your knowledge of administering Oracle 8i databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup and Recovery, Tuning, Administration, SQL and PL/SQL, Networking, New 8i Features, Tools/Utilities, Security, High Availability, Data Integrity, and Replication.
Oracle Designer 6i	The Oracle Designer 6i test measures your knowledge of the Oracle Designer 2000 tools. This test is designed for Oracle programmers, application developers, and database administrators. This test covers the following topics: Case-Methodology, Interface, Analysis, Design, Maintenance, and Repository Administration.
Oracle Developer 2000	The Oracle Developer 2000 test measures your knowledge of OLAP. Designed for experienced programmers and administrators, this test covers the following topics: Advanced Reports, Building Forms, Forms and PL/SQL, Forms and SQL, Forms Execution, Forms Objects, Reports Data Model, Reports Fundamentals, Reports Layout Editor, and Reusable Code.
Oracle Financials Rel 11	The Oracle Financials Rel 11 test measures your knowledge of Oracle Financials Rel 11. Designed for experienced users, this test covers the following topics: Assets Fundamentals, Basic Journal Entries, Consolidation and Advanced Assets Functionality, Financial Management Setup, General Knowledge, Applied Technology, Multiple-Currencies Accounting, Oracle Applications Integration, Order Fulfillment, and Procurement.
Oracle Forms 6.0	The Our Oracle Forms 6.0 test measures your knowledge of database development using Oracle Forms 6.0. Designed for experienced programmers, this test covers the following topics: Blocks, Frames and Relations, Forms Environment, Forms on the Web, Forms Processing, Integrating Applications, Items, LOVs, Record Groups and Editors, Menus, PL/SQL Code, Reusable and Flexible Code, Windows, Canvases, and Layout.
Oracle PL/SQL	The Our Oracle PL/SQL test measures your knowledge of database development using Oracle PL/SQL. Designed for experienced programmers, this test covers the following topics: Collections and Records, Cursors, Database Jobs, Debugging, Dynamic PL/SQL, Exceptions, Execution Environments, Functions, Fundamentals, Packages, PL/SQL Tables, Privileges, Procedures, Records, SQL within PL/SQL, Transaction Control, and Triggers.



Orthopedic Nursing

The Orthopedic Nursing (U.S.) test measures your knowledge of the orthopedic system and the diseases that affect skeletal physiology. Designed for all health care professionals, this test covers the following topics: Anatomy, Physiology and Assessment, Autoimmune and Inflammatory Diseases, Complications, Congenital and Developmental Diseases, Degenerative Diseases, Disorders of the Spine and Back, Infectious Processes, Metabolic Diseases, Oncological Diseases, Other Orthopaedic Diseases, Perioperative Nursing, Therapeutic Modalities, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

OS/2 Warp Server Administration

The OS/2 Warp Server Administration test measures your ability to administer a server running IBM's OS/2 Warp operating system. Designed for experienced network administrators, this test covers the following topics: Architecture, Configuration-Environment, Configuration-Requesters, Configuration-Servers, Enterprise Systems, and Maintenance.

OS/400

The OS/400 test measures your knowledge of working within OS/400, the operating system of IBM's AS/400. Designed for experienced users, this test covers the following topics: Devices, Jobs, Messages, Performance/Maintenance, Printing, Data, Communications, Security, and IPL/MI.

Payroll Fundamentals (U.S.)

The Payroll Fundamentals test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your knowledge of processing receivables, invoices, and payroll. Designed for payroll clerks and others who handle payroll processing, this test covers the following topics: Bookkeeping, Fair Labor Standards Act, Payroll Calculation, Tax Forms, and Worker Status. You will need a calculator when taking this exam.

Peachtree 7.0

The Peachtree 7.0 test measures your knowledge of Peachtree 7.0. Designed for experienced users, this test covers the following topics: Accounts Payable, Accounts Receivable, Company Administration, Financial Statements, and Forms.



PeopleTools 7.0

The PeopleTools 7.0 test measures your knowledge of programming the PeopleSoft Enterprise Resource Planning (ERP) system using PeopleTools 7.0. Designed for experienced programmers, this test covers the following topics: Application Designer, Application Server, Data Management, Integration Tools, PeopleCode, PeopleTools Administration, Process Scheduler, Reporting, Security, and Web Client.

Perl

Perl 5 test measures your knowledge of programming in Practical Extraction Report Language. Designed for experienced programmers, this test covers the following topics: Basics, Expressions, Functions, Literals, Modules, Statements, and Subroutines.

Pharmaceutical Clinical Trials

The Pharmaceutical Clinical Trials (U.S) test measures your knowledge of the regulations and practices involved in conducting pharmaceutical trials in the United States. Designed for individuals with clinical trial experience, this test covers the following topics: Adverse Events, Contracts And Grants, Data Analysis, Data Collection, Drug Approval Process, Ethics/Protecting Human Subjects, Drug Supply Management, Study Design, Randomization and Blinding, and Informed Consent Process. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Pharmaceutical GLP (U.S.)

The Pharmaceutical GLP (U.S.) test measures your knowledge of Good Laboratory Practices as defined by the United States Food and Drug Administration (FDA). Designed for all laboratory professionals, this test covers the following topics: Safety, Chemicals, Waste, Testing, Equipment, and Quality Assurance. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Pharmaceutical Industry Knowledge (U.S.)

The Pharmaceutical Industry Knowledge (U.S.) test measures your knowledge of the pharmaceutical industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Pharmacy, Government, Education, Research and Development, and Organizations. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Pharmaceutical Manufacturing (U.S.)

The Pharmaceutical Manufacturing (U.S.) test measures your knowledge of all aspects of pharmaceutical manufacturing in the United States. Designed for professionals with pharmaceutical manufacturing experience, this test covers the following topics: Packaging Controls, Laboratory Controls, Record Keeping, Holding and Distribution, Facilities and Equipment, and Validation.

Pharmaceutical Mfg. Regulations (U.S.)

The Pharmaceutical Mfg. Regulations (U.S.) test measures your knowledge of the regulations that govern pharmaceutical manufacturing in the United States. Designed for professionals with pharmaceutical manufacturing experience, this test covers the following topics: U.S. FDA Regulations, Buildings and Facilities, Process Control, Packaging and Labeling, Raw Materials, Equipment, Organization, and Records. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Pharmaceutical Sales (U.S.)

The Pharmaceutical Sales (U.S.) test measures your knowledge of the pharmaceutical selling process. Designed for experienced pharmaceutical sales representatives, this test covers the following topics: Territory Analysis, Pre-Call Planning, Post-Call Analysis, Core Message, and Product Information. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Pharmaceutical Terminology (U.S.)

The Pharmaceutical Terminology (U.S.) measures your knowledge of the core terminology and concepts used within the pharmaceutical industry. Designed for all pharmaceutical professionals, this test covers the following topics: Prescriptions, Drug Classifications, Pharmacy Law, Pharmacy Calculations, and Pharmaceutical Preparations. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

Phlebotomy

The Phlebotomy test measures your knowledge of the body's fluids and the techniques to safely collect samples of fluids. Designed for all health care professionals, this test covers the following topics: Anatomy and Physiology, Body Fluids, Capillary Puncture, Communication, Equipment, Infection Control, Laboratory Terminology, Professionalism, Safety and First Aid, Special Collections, Specimen, and Venipuncture. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

PHP 4

The PHP 4 test measures your knowledge of scripting in PHP Hypertext Preprocessor 4. Designed for experienced programmers, this test covers the following topics: Database, Database Connections, Functions, HTML, and Language.

Physical Assessment Techniques (Adult)

The Physical Assessment Techniques (Adult) test measures your knowledge of the techniques used to conduct a primary and secondary medical and trauma survey on an adult patient. Designed for all health care professionals, this test covers the following topics: Cardiovascular, Gastrointestinal, Musculoskeletal, Primary and Secondary Survey, Pulmonary and Psychological. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.



Physical Assessment  
Techniques (Pediatric)

The Physical Assessment Techniques (Pediatric) test measures your knowledge of the techniques used to conduct a primary and secondary medical and trauma survey on a pediatric patient. Designed for all health care professionals, this test covers the following topics: Primary Survey, Vital Signs, Neurological, Pulmonary, Musculoskeletal and Psychological. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

PowerBuilder 6.0

The PowerBuilder 6.0 test measures your knowledge of programming using PowerBuilder 6.0. Designed for experienced programmers, this test covers the following topics: Advanced PowerBuilder Development, Advanced Techniques, Distributed Computing, Final Product, PowerBuilder Development, PowerBuilder Programming, User Objects, and Using DataWindows.

PowerBuilder 7.0

The PowerBuilder 7.0 test measures your knowledge of programming using PowerBuilder 7.0. Designed for experienced programmers, this test covers the following topics: Advanced PowerBuilder Development, Advanced Techniques, DataWindows, Distributed Computing, Final Product, Internet/Distributed Development with PB, PowerBuilder Development, PowerBuilder Programming, User Objects, and Using DataWindows.

Printed Circuit Board Design

The Printed Circuit Board Design test measures your knowledge of creating and working with printed circuit boards. This test covers the concepts behind circuit boards across all platforms. Designed for anyone involved with PCBs, this test covers the following topics: DFM Fabrication, DFM Assembly, PCB Layout, Performance Issues, Output, and Bare-Board Basics.

Pro/ENGINEER 2000i

The Pro/Engineer 2000i test measures your knowledge of Pro/Engineer 2000i. Designed for experienced users, this test covers the following topics: Assemblies, Construction Features, Modifying Parts, Patterns, and Copies.

Programmer/Analyst Aptitude

The Programmer/Analyst Aptitude test measures whether you have the skills that are typically found in successful programmers and business analysts. This test covers the following topics: Analytical Reasoning, Attention to Detail, Following Instructions Precisely, Mathematical Problem-solving, and Process Mapping.



Programming Concepts	The Programming Concepts test measures your knowledge of the core aspects of good computer science programming that are valid across programming languages. Designed for all programmers, this test covers the following topics: Planning and Syntax, Profiling and Optimization, Interpreters and Compilers.
Project Management	The Project Management test measures your knowledge of how to manage projects to ensure that objectives are completed on time and within budget. Designed for all professionals, this test covers the following topics: Client Relationship, Closedown, Communications, Contracts, Cost, Human Resources, Integration, Quality, Risk, Schedule, and Scope.
Public Relations Industry Knowledge (U.S.)	The Public Relations Industry Knowledge (U.S.) test measures your knowledge of the Public Relations industry. Designed for experienced practitioners, this test covers the following topics: Agencies, Budgets, Industry Recognition, Media Relations, Planning, Public Relation Profession, Program Evaluation, Research, Tactics, Types of Media, and Public Relation Practices.
Publishing Industry Knowledge (U.S.)	The Publishing Industry Knowledge (U.S.) test measures your knowledge of the publishing industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Publishing Basics, Business and Operations, Content, Getting It Printed, Selling Published Matter, Publishing and Society, Law, Trends, and Electronic Books.
Purchasing Process (U.S.)	The Purchasing Process (U.S.) test measures your knowledge of the procurement process within the United States of America. Designed for the experienced purchasing professional, this test covers the following topics: Procurement Requests, Supplier Analysis, Negotiation Process, Administrative Duties, Personnel, Supply Functions, Materials, Inventory, Forecasting, Computerization, Electronic Procurement, and Environmental Issues.
Purchasing Supply Environment (U.S.)	The Purchasing Supply Environment (U.S.) test measures your knowledge of supply chain management within the United States of America. Designed for the experienced procurement professional, this test covers the following topics: Functions of Purchasing and Supply Management, Sourcing, Special Purchases, Contract Administration, Institutional and Government Purchasing, Materials Management Activities, and General Management Responsibilities.



Python 1.5	The Python 1.5 test measures your knowledge of programming using Python 1.5. Designed for experienced programmers, this test covers the following topics: Core Language, Conversions, Internet Modules, Process Management, Storage, and Persistence.
Quark Xpress 4	The QuarkXPress 4 test measures your knowledge of Quark Xpress 4. Designed for experienced users, this test covers the following topics: Character Formatting, Color Management, Configuring and Customizing, Document Management, Graphics, Miscellaneous, Object Placement, Page Layout, Paragraph Formatting, Printing and Output, Text Editing, and Text/Picture Boxes.
QuickBooks Pro 2000	The QuickBooks Pro 2000 test measures your knowledge of the QuickBooks accounting software. Designed for experienced users, this test covers the following topics: Bank and Credit Cards, Vendors, Items, Inventory and Purchase Orders, Customers and Jobs, Sales and Income, Payroll, Expenses, Time Tracking, Reports, and Graphs.
Quicken Basic 2000	The Quicken Basic 2000 test measures your knowledge of Quicken Basic 2000. Designed for experienced users, this test covers the following topics: Backing Up and Securing Data, Customizing, Exporting Quicken Files, Foreign Currency Management, Installing and Upgrading, Online Banking, Setup and Management of Accounts, Tracking Income, and Expenditures.
RDBMS Concepts	The Relational Database Management System Concepts test measures your knowledge of the most important aspects of RDBMS. Designed for both programmers and administrators, this test covers the following topics: Additional Concepts, Architecture, Cursors, Design, Indexes, Locking, Performance, Procedures, Referential Integrity, Roles, SQL Basics, SQL Functions, SQL Object Creation, SQL Programming Constructs, Transactions, Triggers, and Views.
Real Estate Finance (U.S.)	The Real Estate Finance test measures your knowledge of how real estate lending decisions are made. This test covers the following topics: Qualifying a Borrower, the Property, Legal Obligations, Mortgages, Second Mortgages, Settlement, and Underwriting.



Records Information Management	The Records Information Management Test measures your knowledge of document storage. Designed for experienced archivists and records managers, this test covers the following topics: Managing Records, File Systems, Storage/Retrieval, Access/Security, Forms Management, and Electronic Records Management.
Recruiting Concepts (U.S.)	The Recruiting Concepts (U.S.) test measures your knowledge of the basic concepts involved in recruiting. Designed for recruiters, this test covers the following topics: Applicants, Interview Categories, Interview Process, Legal, Post Interview, Pre-Interview, Sourcing, and Third Party Assistance.
Retail Industry Knowledge (U.S.)	The Retail Industry Knowledge (U.S.) test measures your knowledge of the retail industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising and Promotion, Customer Service, General Knowledge, Loss Prevention, Management and Controls, Technology and Systems, Merchandising, Retail Math, Selling, and Visual Merchandising.
Retail Management (U.S.)	The Retail Management test measures your knowledge of managing in a retail environment. Designed for all retail managers, this test covers the following topics: Customer Service, Financial Management, Human Resources, Loss Prevention, Merchandising, Sales, and Staff Management.
RPG IV	The Report Program Generator IV test measures your knowledge of programming using RPG IV. Designed for experienced programmers, this test covers the following topics: Arrays/Tables, Built-in Functions, Data Types/Formats, Defining Data/Prototypes, Exception/Error Handling, Expressions, Form Specifications, Indicators, Operation Codes, Programming Cycle, Subprocedures, Subroutines, and Symbolic Names/Reserved Words.
Sales Concepts (U.S.)	The Sales Concepts test measures your knowledge of selling skills. Designed for experienced sales professionals, this test includes the following topics: Analyzing Business Opportunities, Building the Pipeline and Forecast, Closing, Handling Objections, Prospecting, Sales Essentials, and Sales Presentation.



SAS 6.0 (Base)	The SAS 6.0 (Base) test measures your knowledge of the base package of SAS 6.0. Designed for experienced users, this test covers the following topics: Basic Programming, Combining SAS Data Sets, Macro Facility, Preparing Data, PROCs, Producing Reports, SAS, SAS Formats, SAS Functions, SAS INFORMATs, Storing and Managing Data in SAS Files, and understanding SAS Session.
Security Industry Knowledge (U.S.)	The Security Industry Knowledge (U.S.) test measures your knowledge of personal, retail, and home security. Designed for experienced security professionals, this test covers the following topics: Civil Liability, Crime Prevention, Duties of A Security Officer, Fire Safety, First Aid and Safety, General Knowledge, Interpersonal Communications, Law, Security Management, Surveillance Methods, Use of Force, and Written Communications.
SEI Capability Maturity Model Implementation	The SEI Capability Maturity Model Implementation test measures your knowledge of the Software Engineering Institute's Capability Maturity Model and how to implement the model. Designed for software engineers, this test covers the following topics: Interpreting the CMM, Introduction to Software Process Maturity, Software Process Maturity Framework, Structure of the CMM, The KPA's for Level 2-Repeatable, The KPA's for Level 3-Defined, The KPA's for Level 4-Managed, The KPA's for Level 5-Optimizing, and using the CMM.
Server Administration	The Server Administration test measures your ability to administer a server. Designed for experienced administrators, this test covers the following topics: Storage, Backup, Scheduling, Security, Network, Users and Resources, Optimization, Hardware, Software, and general knowledge.
Sexual Harassment Awareness (U.S.)	The Sexual Harassment Awareness test measures your knowledge of issues that constitute sexual harassment in the workplace. Designed for all employees, this test allows you to demonstrate your knowledge about sexual harassment issues, thus, exempt from requiring further training in this area. This test covers the following topics: Conduct of a Sexual Nature, Confronting Sexual Harassment, Constructive Discharge, Harassment Complaint, Hostile Environment, Liability, Quid Pro Quo, Retaliation, Third-party Harassment, Unwelcome Conduct, and Workplace Harassment.
Shorthand	The Shorthand (Gregg) test measures your knowledge of Gregg shorthand principles and techniques. Designed for experienced shorthand writers, this test covers the following topics: Alphabetic Characters, Brief Forms/Derivatives, General Knowledge, Grammar, Phrasing, Punctuation, Spelling Families, Timed Reading, and Word Knowledge.



SilverStream 2.5 Applications Server

The SilverStream 2.5 Applications Server test measures your ability to administer an application server using SilverStream 2.5. Designed for experienced network administrators, this test covers the following topics: Java Clients, Administration, Data Access, Programming, and Security.

Smalltalk

The Smalltalk test measures your knowledge of programming using Smalltalk. Designed for experienced programmers, this test covers the following topics: Architectures, Classes, Construction Techniques, CORBA, Languages, Metrics, Objects, OO Design, OO Modeling, OO Patterns, OO Practices, OO User Interfaces, Persistence, and Wrapping.

Software Business Analysis

The Software Business Analysis test measures your ability in determining a company's optimal IT strategy based on the business needs and designing technical infrastructure to meet business requirements. Designed for senior level technical professionals, this test covers the following topics: Analyzing Customer Needs, Processes, Models and Standards, Tools and Methodologies, Documentation, Joint Application Development (JAD), Knowledge Based Systems (KBS) and Data Warehousing, Project Management, Contracting for Software, Risk Management and Integrated Product Teams.

Software Configuration Management

The Software Configuration Management test measures your knowledge of how to practice the principles of configuration management during both large software projects and when performing enhancements and maintenance on a continuous basis. Designed for experienced configuration managers, this test covers the following topics: CM Basics, CM Data, CM Environment, CM Planning, CM Reviews, Configuration Audit, Configuration Control, Configuration Identification, Configuration Status Accounting, Defect Tracking, and General Knowledge.

Software Quality Assurance

The Software Quality Assurance test measures your knowledge of maintaining software quality throughout the development lifecycle. Designed for individuals working in software quality control or software development, this test covers the following topics: Analysis Methods, Configuration Management, General Knowledge, Inspection, Measurement, SQA in CMM, SQA Lifecycle Activities, SQA Project Management, Testing, IV and V.

Software Testing

The Software Testing test measures your knowledge of testing software. Designed for experienced software testers, this test covers the following topics: General Knowledge, Testing Throughout the Life Cycle, Error Reporting Methodology, Using Automation Tools, Writing Test Plans, Configuration Management, and Performance Measurement.



Solomon IV	The solomon IV test measures your knowledge of Solomon IV. Designed for experienced users, this test covers the following topics: General Ledger, AP, AR, Utility Menu, and Maintenance.
SONET	The SONET test measures your knowledge of Synchronous Optical Networks. Designed for experienced telecommunications professionals this test covers the following topics: Frame Format Structure, Benefits of SONET, Overheads, Pointers, SONET Multiplexing, SONET Networking, Standards Hierarchies, Synchronization, and Tributaries.
Speedwriting	The Speedwriting test measures your knowledge of speedwriting principles and techniques. Designed for experienced speedwriters, this test covers the following topics: Abbreviations, Basic Punctuation, Basics of Speedwriting, Brief Forms, Combining Brief Forms and Abbreviations, Phrases, Plurals, Tenses, and Compound Words, Taking Dictation, Techniques for Unique Sounds, and Transcribing Speedwriting Notes.
Spelling (U.S.)	The English Spelling (U.S.) test measures your knowledge of spelling in American English. Designed for the proficient linguist, this test covers the following topics: spelling abbreviations, plurals, possessives, proper nouns, terminology (including medical, computer, engineering, and legal), and commonly used foreign words.
SPSS 10	The SPSS 10 test measures your knowledge of SPSS 10. Designed for experienced users, this test covers the following topics: Charts, Command Syntax, Data Editor, Data Transformations, Descriptive Statistics, File Handling and Transformations, File Processing, General Navigation, Output, Pivot Tables, and Reporting Results.
SQL (ANSI)	The Structured Query Language (ANSI) test measures your knowledge of database queries using ANSI SQL. Designed for experienced database programmers and administrators, this test covers the following topics: SQL Basics, SQL Data Modification, SQL Functions, SQL Object Creation, and SQL Queries.

**STD Control**

The STD Control test measures your knowledge of the most common sexually transmitted diseases and the methods used to prevent or control them. Designed for all health care professionals, this test covers the following topics: Genital Herpes, HPV, Chancroid and Other Types, Gonorrhea, Chlamydia and Other Urethritis/Cervicitis, Hepatitis B, Hepatitis C, HIV, Pelvic Inflammatory Disease, Pubic Lice and Scabies, Syphilis, Trichomoniasis, Bacterial Vaginosis, and Candidiasis. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.

**Sybase 11.X Administration**

The Sybase 11.X Administration test measures your knowledge of administering Sybase 11.X. Designed for experienced administrators, this test covers the following topics: Backup and Recovery, Configuration, Database Devices, Database Objects, Installation, Performance and Tuning, Security, System Procedures, Transact SQL, and User Databases.

**Systems Analysis**

The Systems Analysis test measures your knowledge of translating user requirements into optimal architecture. Designed for experienced systems analysts, this test covers the following topics: Fundamental Systems Analysis Skills, Implementation and Support, Systems Analysis Tasks, Systems Design Tasks, and Technical Methods for Specifying Requirements.

**Taxation (U.S.)**

The Taxation (U.S.) test measures your knowledge of American personal and corporate taxation regulations. This test covers the following topics: Corporations, Estate, Foundation, Journal Entries, Partnership, Payroll, Payroll and Sales Tax, Personal, S-Corp, Sole Proprietor, Taxation, and Types.

**TCP/IP Administration**

The TCP/IP Administration test measures your ability to administer a network using the Transmission Control Protocol/Internet Protocol. Designed for experienced Network Administrators, this test covers the following topics: DHCP/BOOTP, DNS, General Knowledge, IP Addressing, IP Security, IPv6, Routing, Subnetting, TCP/IP Standards, TCP/IP Suite, Troubleshooting, and WINS.



Technical Help Desk	The Technical Help Desk test measures your knowledge of core enduser problems using common office software in the Windows NT and Novell platforms. Designed for experienced help desk professionals, this test covers the following topics: Connectivity, Desktop Installation and Troubleshooting, Groupware, Internet Access, Network Printing, Network Protocols and Clients, Peer-to-Peer Networking, Using Server Resources, and Virus/Data Protection.
Technical Writing	The Technical Writing test measures your knowledge of the appropriate design and style for technical documentation. Designed for experienced technical writers, this test covers the following topics: Document Design, Document Development, Editing/Reviewing Work, Guidelines/Style/Techniques, Job Overview, Online/Hypermedia/Interactive Media, Professionalism, and Project Management.
Telecommunications Industry Knowledge	The Telecommunications Industry Knowledge test measures your knowledge of the telecommunications industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Computer Telephony Integration, Data, Fiber Optics, Reliability, Telephony, and Wireless.
Telephone Etiquette	The Telephone Etiquette test measures your knowledge of how to conduct telephone conversations in a professional manner. Designed for anyone dealing with clients or customers on the phone, this test covers the following topics: Answering Phones, Communication, Customers, Handling the Call, Listening, Professionalism, Telephone Equipment, Telephone Personality, and Terminology.
Training Delivery and Evaluation	The Training Delivery and Evaluation test measures your knowledge of the training process from pre-training planning through post-training evaluation of results. Designed for experienced trainers and instructional designers, this test covers the following topics: Direct Laboratory Exercises, Instructing Slower and More Capable Learners, ISD Process Stages, Learning Styles, Lesson Plan Development, Managing Learning Environment, and Test Question Construction.
Training Development	The Training Development test measures your knowledge of developing and delivering training programs. Designed for experienced trainers, this test covers the following topics: Analysis Methods, Audience Analysis, Design Materials, Design Strategy, Develop Instructional Materials, General Knowledge, Media, Project Management Plan, Purpose of Training, Training Delivery, and Write Instructional Objectives.



TV Production Industry Knowledge

The TV Production Industry Knowledge test measures your knowledge of television production. Designed for experienced television and video production professionals in the North America and European continents, this test covers the following topics: Basic Knowledge, Content Acquisition, Content Production, Legal Issues, Markets, Marketing and Distribution Systems, Project Budgeting and Fiscal Management, Project Funding, Resource Acquisition and Management, and Technologies.

Typing Speed & Accuracy

The Typing Speed and Accuracy test measures your typing ability. The test consists of timed passages with your score based on your average words per minute adjusted for accuracy.

Unified Modeling Language (UML)

The Unified Modeling Language test measures your knowledge of UML. Designed for the experienced IT professional, this test covers the following topics: Class Diagrams, Use Cases, Behavioral Modeling, Architectural Modeling, and Patterns.

Unix Administration (AIX)

The UNIX Administration (AIX) test measures your knowledge of administering IBM's version of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced systems administrators, this test will assess your knowledge of Troubleshooting, User Maintenance, Volume Management, Backup and Restore, Mounting and Dismounting, SMIT, Startup/Shutdown Scripts, System Initialization, Application of Filesets updates, Device Configuration, Non-root Volume Group, Software fixes, and Installation Assistant.

Unix Administration (HP)

The UNIX Administration (HP) test measures your knowledge of the Hewlett Packard's implementation of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced administrators, this test covers the following topics: Devices, File Systems, Managing System Resources, SAM, Security and Shell Programming.



Unix Administration (Solaris)	The UNIX Administration (Solaris 7) test measures your knowledge of Sun's Solaris implementation of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced administrators, this test covers the following topics: UNIX System Knowledge, Setup and Configuration, Mail Services, Devices, File Systems, Network Services, Shell Programming, Security, Troubleshooting and Performance Tuning.
Unix Korn Shell Scripting	The UNIX Korn Shell Scripting test measures your knowledge of Korn Shell Scripting. Designed for scripting professionals, this test covers the following topics: Korn Shell Basics, Shell Initialization, Command-Line Editing, Script Creation and Execution, Script Variables, Flow Control, Integer Variables and Arithmetic, Script I/O, Functions, Built-in Script Commands, and Script Debugging.
Unix Programming (General)	The UNIX Programming (General) test measures your knowledge of programming in a UNIX environment. Designed for experienced programmers, this test covers the following topics: Advanced I/O, Daemon Processes, Files and Directories, I/O operations, Interprocess Communication, Math, Process Control, Process Relationships, Signals, Terminal I/O, Threads, UNIX Time Values, and UNIX Utilities.
VBScript 5.5	The VBScript 5.5 test measures your knowledge of programming using VBScript 5.5. Designed for experienced programmers, this test covers the following topics: Differences, Errors, Functions/Statements, Objects, Operators, Program Structure, Script Engine.
Visio 5.0	The MS Visio 5.0 test measures your knowledge of MS Visio 5.0. Designed for experienced users, this test covers the following topics: Customizing, Layers, Outside Visio, Pages, Shapes, and Visio Basics.
Visual Basic 5.0	The Visual Basic 5.0 test measures your knowledge of programming using Visual Basic 5.0. Designed for experienced programmers, this test covers the following topics: Basics, Controls, Data Types, File I/O, Interfacing with Windows, and Program Development.
Visual Basic 6.0	The Visual Basic 6.0 test measures your knowledge of programming using Visual Basic 6.0. Designed for experienced programmers, this test covers the following topics: Basics, Controls, Data Access, Data Types, File I/O, Interfacing with Windows, Internet, and Program Development.



Visual C++	The Visual C++ 6.0 test measures your knowledge of programming using Visual C++. Designed for experienced programmers, this test covers the following topics: ActiveX Controls, DLL, General C++ Language, General Visual C++, General Windows Programming, MFC, OLE/COM, and Visual C++ IDE.
Visual FoxPro 6.0	The Visual FoxPro 6.0 Programming test measures your knowledge of database development using Visual FoxPro 6.0. Designed for experienced programmers, this test covers the following topics: Classes and OOP, Client/Server and ODBC, Commands, Data Design, Forms, Controls, Menus, Functions, SQL, Programming and Development, Reports and Output.
Visual J++ 6.0	The Visual J++ 6.0 test measures your knowledge of programming in Visual J++. Designed for experienced programmers, this test covers the following topics: Applets, COM objects, Console Applications, Databases, Debugging, Distribution, MS Interdev, Multimedia, and Swing.
Vital Sign Techniques	The Vital Sign Techniques test measures your knowledge of the procedures used to assess a patient's vital signs. Designed for all health care professionals, this test covers the following topics: Blood Pressure, Pulse, Respirations, and Temperature. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
Voice Over Internet Protocol (VoIP)	The Voice over Internet Protocol test measures your knowledge of VoIP. Designed for experienced professionals, this test covers the following topics: General Overview, IP Telephony Basics, Protocols, Standards, Hardware, Quality of Service, and Application.
VPN with Windows	The VPN with Windows test measures your knowledge of implementing Virtual Private Networks with MS Windows. Designed for experienced telecommunications professionals this test covers the following topics: Fundamentals, Implementation, Maintenance, Protocols, and Security.
VSAM	The Virtual Storage Access Method (VSAM) test measures your knowledge of the different architectures and technologies used in Wide Area Networks. Designed for experienced network administrators, this test covers the following topics: Backup and Reorganization, Design, General, IDCAMS, Listcat, Performance, Security, and Structure.



WAN Technologies	The WAN Technologies test measures your knowledge of the different architectures and technologies used in Wide Area Networks. Designed for experienced network administrators, this test covers the following topics: Basic Knowledge, Choosing WAN Service, RAS, Routing, WAN Connections, WAN Methodology, WAN Support, and WAN Types.
Web Design Concepts	The Web Design Concepts test measures your knowledge of the core areas of web design. Designed for experienced web designers, this test includes the following topics: web page design, internet architecture and protocols, HTML 4.0, cascading style sheets, and browsers.
Web Design for Accessibility	The Web Design for Accessibility test measures your knowledge of designing and maintaining a web site that is easily accessible for those with disabilities. Designed for web designers and administrators, this test is based on the W3C Accessibility standards and covers the following topics: Basic Principles, Assistive Technology, CSS Techniques, Emerging Technologies, General Knowledge, HTML Techniques, Programming Languages, and WAI Guidelines.
Web Development Concepts	The Web Development Concepts test measures your knowledge of the core areas common to all web development whether it be client-side or server-side. Designed for experienced web developers, this test includes the following topics: programming concepts, object oriented development concepts, internet architecture and protocols, HTML, and XML.
Web Server Administration	The Web Server Administration test measures your knowledge of the key issues and concepts in administering a web server. This test is more general and focuses on higher-level issues than our vendor-specific web server administration tests (Apache HTTP Server 1.3.12, MS Internet Information Server). The test covers the following topics: Connectivity Issues, Data Integrity, General Knowledge, Monitoring, Planning, Protocols, Resource Access, Server Optimization, Server Security, and Troubleshooting.
Windows Application Program Interface	The MS Windows Application Program Interface test measures your knowledge of programming using the Windows API. Designed for experienced programmers, this test covers the following topics: Graphics, System, and User Interface.



WinRunner 6.0	The WinRunner 6.0 test measures your knowledge of the Mercury Interactive WinRunner software. Designed for experienced technical managers and engineers, this test covers the following topics: Record/Run, Synchronization, Checkpoints, The GUI Map, and Modular Test Tree.
Wireless Application Protocol (WAP)	The Wireless Applications Protocol (WAP) test measures your knowledge of the WAP wireless data protocol. Designed for experienced telecom engineers, this test covers the following topics: Configuration, General Knowledge, Protocol Stack, Support, Using WMLScript, Vendor Comparison, and WAP Model.
Wireless Network Technology	The Wireless Network Technology test measures your knowledge of technology in use for wireless data transmission. Designed for network administrators, this test covers the following topics: Architecture, Wireless Data Forum, Cellular, Group Special Mobile (GSM), PCS Network Design, D-Amps, Authentication, HDML, and Wireless Technologies.
Written English	The Written English test measures your knowledge of English grammar and English reading comprehension. Designed for experienced users, this test covers the following topics: Articles Comparisons, Conjunctions, General Questions, Misused words, Nouns, Parallel Structure, Prepositions, Pronouns, Specific Questions, and Verbs.
Written French	The Written French test measures your knowledge of French grammar and French reading comprehension skills. Designed primarily for those for whom French is a second language, this test covers the following topics: Adjectives, Adverbs, Articles and Determiners, Compound Tenses, Conjunctions, General Questions, Indicative Moods, Negatives, Nouns, Prepositions, Pronouns, Questions, Specific Questions, and Verbs.
Written German	The Written German test measures your knowledge of German grammar and German reading comprehension skills. Designed primarily for those for whom German is a second language, this test covers the following topics: Adjectives, Adverbs, Articles, Comparisons, Conjunctions, General Questions, Negatives, Nouns, Numericals and Questions, Participles, Prepositions, Pronouns, Specific Questions, and Verbs.



Written Russian	The Written Russian test measures your knowledge of Russia grammar and Russian reading comprehension skills. Designed primarily for those for whom Russian is a second language, this test covers the following topics: Adjectives, Adverbs, Comparisons, Conjunctions, General Questions, Misused Words, Negatives, Nouns, Numericals, Participles, Prepositions, Pronouns, Questions, Specific Questions, Verbal Adverbs, and Verbs.
Written Spanish	The Written Spanish test measures your knowledge of Spanish grammar and Spanish reading comprehension skills. Designed primarily for those for whom Spanish is a second language, this test covers the following topics: Adjectives, Adverbs, Conjunctions, Nouns, Prepositions, Pronouns, Verbs, and Reading Comprehension.
WWW Concepts	The WWW Concepts test measures your knowledge of the technical issues underlying the World Wide Web. Designed for all Internet professionals, this test covers the following topics: Browsers, Commerce, Components, Controlling Windows, Documents, Cookies, Design, Distributed Objects and Components, Integration with Other Technologies, Java, Links, MIME, Streaming Media, Web Languages, Web Servers, and the World Wide Web.
xDSL Technology	The xDSL Technology test measures your knowledge of the collective types of Digital Subscriber Lines (DSL) technology. Designed for experienced technicians and engineers, this test covers the following topics: Hardware Setup and Configuration, Software Setup and Configuration, Basic Features, Troubleshooting, Implementation, DSL Infrastructure, and DSL Applications.
XML	The XML 1.0 test measures your knowledge of the Extensible Markup Language. Designed for experienced coders, this test covers the following topics: Combining Technologies, DTDs and Schemas, Emerging or Future Technologies, General Knowledge and XML Contacts, Style Sheets, X-Link, XML Namespaces, XML Software, and XML Specifications.
XSL	The XSL test measures your knowledge of the W3C Extensible Stylesheet Language and how a specification is used to separate the content when creating XML or HTML pages. Designed for experienced web and software developers, this test covers the following topics: XSL Transformation, XSL Formatting, XSL Software, and general XSL knowledge.